

## Transport for London

### Safety and Sustainability Panel

**Subject: Equality And Accessibility Plans**

**Date: 19 March 2013**

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#### **1 Purpose**

- 1.1 The purpose of this paper is to inform Panel Members of Transport for London's (TfL's) equality and accessibility plans for the coming year.
- 1.2 The Panel is asked to note this paper

#### **2 Background**

- 2.1 TfL is required under the Equality Act 2010 and the Public Sector Equality Duty 2011, to set out its equality objectives, which demonstrate how it is going to show that it had due regard to the potential differing impacts on its diverse customers and staff members.
- 2.2 Over the past 8 years TfL has published a number of equality schemes, covering race, gender, disability, faith and sexual orientation. It has also published detailed plans which set out how it intends to improve the accessibility of the transport network for disabled people, including the Accessibility Implementation Plan (AIP) for the 2010 Mayor's Transport Strategy (MTS).
- 2.3 TfL's focus on equality and accessibility since its foundation has led to it being recognised as a best practice organisation, and was awarded the highest level of achievement in the Local Government Equality Standard in 2008, and retained this achievement when it was subsequently assessed under the revised standard in 2011. TfL is the largest and most complex organisation in the UK to have reached and maintained this standard.
- 2.4 In December 2012, TfL published its Single Equality Scheme<sup>1</sup>, (SES) which was developed following extensive research and engagement with stakeholders and customers. It sets out TfL's plans for the next three years to improve equality outcomes for customers, service users and staff. Section 3 of this paper covers the main themes of the SES.
- 2.5 At the same time, TfL also published "Your Accessible Transport Network" (YATN),<sup>2</sup> which sets out the wide variety of accessible travel options in London and TfL's immediate and medium term plans for further improvement. Section 4 of this paper covers the key themes of this document and the AIP.
- 2.6 All of TfL's equality and accessibility activity is developed with the active involvement of stakeholders, staff and customers. TfL has pioneered the use of Citizens' Juries<sup>3</sup> in the development of its plans and in 2006, TfL recruited its first

<sup>1</sup> <http://www.tfl.gov.uk/assets/downloads/corporate/single-equality-scheme-2012.pdf>

<sup>2</sup> <http://www.tfl.gov.uk/assets/downloads/your-accessible-transport-network.pdf>

<sup>3</sup> A Citizens' Jury is a group of individuals, independently selected to review an organisation's plans. It may call for further evidence from senior managers and it makes a series of recommendations which are made public. TfL has used this

Independent Disability Advisory Group (IDAG). IDAG works with TfL to develop its plans. It scrutinises TfL's approach and it makes recommendations on the best way to involve and consult with disabled people. IDAG has six members and is chaired by Dr Alice Maynard.

- 2.7 The SES, AIP and the YATN have detailed action plans, and progress against these action plans is monitored by the Accessibility Delivery Group and TfL's Equality and Inclusion Leadership Group, which is chaired by Michèle Dix, Managing Director Planning.

### **3 Key Themes of the SES**

- 3.1 The SES brings together TfL's activity from its previous equality schemes. The key themes of the SES were developed in response to Mayoral priorities, through customer research activity, and engagement with stakeholders and customers.
- 3.2 The themes are; planning, affordability, safety and security, procurement customer experience, engaging with customers, improving accessibility and TfL's workforce diversity.
- 3.3 The SES brings together the issues that are faced by individual groups when accessing TfL's services or as an employee, and highlights those issues which all hold in common. Each section of the SES begins with a summary of research and stakeholder feedback on the barriers they face in accessing transport or the issues they have in using the network. The SES then outlines activity TfL has in place and some best practice case studies. The SES concludes with a three year action plan covering each theme.
- 3.4 Appendix 1 shows the key deliverables from the SES in the next 12 months.
- 3.5 TfL has committed to publishing an annual progress report on the action plan contained in the SES. The first of these will be published in December 2013. It will incorporate an update on the YATN report and the AIP.

### **4 Accessibility Plans**

- 4.1 The AIP is a statutory requirement of the MTS, and following scrutiny of the MTS by the London Assembly in 2010, TfL developed a more detailed document called "Taking forward the Mayor's Transport Strategy Accessibility Implementation Plan". This document was developed with the help of TfL's IDAG and its proposals were scrutinised by a Citizens' Jury which was held in the summer of 2011.
- 4.2 The AIP set out for the first time, a "whole-journey" approach to accessibility. This means that every aspect of a journey's accessibility was considered, starting with planning the journey, getting to the transport mode, getting on and off vehicles/trains and interchanging between modes. Other areas, such as staff helpfulness, availability and the attitudes of other customers were also included along with door to door services and personal car usage.

approach on 3 occasions; for the development of its Disability Equality Schemes in 2006 and 2009 and for the AIP element of the MTS in 2011.

- 4.3 The key outcomes of the AIP have a broad range of positive impacts. The spatial coverage of step-free stations will expand significantly, with the number of people living within 480 metres of a step-free station to approximately double by 2031. This will lead to a 50 per cent reduction in journey time difference between people needing step-free access and those able to use the whole network. This was the key strategic measure that disabled people and IDAG wanted to see.
- 4.4 In preparation for the London 2012 Olympic and Paralympic Games, TfL reviewed the accessibility of the network, in order to ensure that disabled Londoners and visitors to the Games could make the journeys they needed to do, and had the right information to make appropriate travel choices. As part of this review, a number of London Underground stations were chosen to trial additional accessibility features such as manual boarding ramps (MBRs). These were installed at 16 stations throughout the Games' period and have since been retained and expanded to other stations across the LU network.
- 4.5 Following the Games, TfL developed additional short to medium term accessibility actions to build on the success of the Games, ensure a legacy for disabled people and to encourage more and more disabled Londoners to make independent journeys. These actions were included in the YATN document.
- 4.6 Appendix 2 sets out the YATN key outcomes for 2013/14.
- 4.7 A key element of TfL's approach to accessibility is the involvement of disabled stakeholders in the development of the services they use. This requires engagement with key stakeholder organisations as well as disabled customers. A number of innovative events are planned for 2013, including the second "Thinking outside the Bus event" to be held in September 2013, and a similar event is planned for LU services which will be held in the spring this year. These events bring disabled peoples' organisations together with senior representatives from bus operators and TfL management to discuss key issues and to keep people informed on planned activity.
- 4.8 TfL is committed to working with disabled people to develop its services and during 2013 it will pilot mobility forums in two of London's sub- regions. These forums will be chaired by a member of IDAG, have disabled representation from each of the boroughs in the sub regions, and will also include borough colleagues. The aim of the forums is to think about issues that are common to the sub-region. The first of these pilots will take place on 7 May. If successful the forums will be rolled out across London from 2014.

## **5 Monitoring Progress**

- 5.1 TfL continues to invest significant resource into improving equality and accessibility outcomes for its customers, stakeholders and staff. This paper has set out the key deliverables for 2013/14 and TfL will report on progress in December 2014. It is intended that the progress report will be tested to ensure that our assessment of progress reflects day to day customer experience.
- 5.2 TfL will achieve this in a number of ways which include monitoring social media activity relating to the accessibility of the network. It will also measure the impact of step-free improvements on customers' journey times and aim to improve customer experience on all of its services. TfL will seek comment on its assessments from service users and include these in its progress report.

5.3 It is proposed that an update on progress be submitted to the Panel in the autumn 2013.

## **6 Recommendation**

6.1 The Panel is asked to NOTE this report.

## **7 Contact**

7.1 Contact: Stephen Golden – Head of Equality and Corporate Sustainability  
Number: 020 7126 4201  
Email: [stephengolden@tfl.gov.uk](mailto:stephengolden@tfl.gov.uk)

## Key deliverables from the SES over the next 12 months

Issue	Activity	TfL Lead	Timescale
<b>Transport Planning</b>			
Poor air quality	Strategic review of the road network	Transport Strategy & Policy, Planning	Summer 2013
Cycling – What will TfL do to increase promotion of the health and environmental benefits of cycling across all equality groups?	<b>Community Cycling Fund for London (CCFL)</b> The CCFL provides grants to a range of organisations and establishments to encourage more cycling within their communities. It also funds a programme of events aimed at those who already cycle or are thinking about cycling regularly. These are targeted at colleges, universities, workplaces, hospitals and schools.	Surface Transport, Planning	Ongoing
	Ride London event	Surface Transport, Planning	August 2013
	The London Transport Community Safety Partnership has set up Operation Cycleops to tackle cycle theft in London. The aim is to increase cycling by addressing safety and security fears. Activities include developing an assessment of victim type and looking at the possibility of working with minority groups.	Community Safety Enforcement and Policing (CSEP)	March 2013
	Deliver security advice to people who may not normally consider cycling (and in doing so reduce the perception that cycling is only for a particular community).	CSEP	March 2013
How to encourage groups of young people to walk two stops (where possible) rather than take the bus.	<b>STAR Accreditation</b> The School Travel Accreditation Scheme is an integrated programme that guides and motivates schools to implement travel activities. It outlines a set of criteria and rewards schools that demonstrate their commitment to active and safer travel at three levels – sustainable, higher standards and outstanding.	Surface Transport, Planning	Ongoing

Issue	Activity	TfL Lead	Timescale
<b>Safety and Security</b>			
There is an ongoing perception that young people are perpetrators of crime and antisocial behaviour.	Activity involving CSEP to promote positive relationships between younger and older people on the transport network.	Equality and Corporate Sustainability  CSEP	March 2013
This view has been raised particularly by older and disabled people on the transport network, and especially on buses.	Continue to use the TfL Youth Panel and other local youth groups to assess and respond to young people's feelings of safety and security.	CSEP	Ongoing
	Hold events that focus on youth issues with the BTP and MPS policing teams and TfL Safety and Citizenship team.	CSEP	Ongoing throughout 2012/13
How to make people across all groups, and particularly women and young people, feel safer travelling on the transport network.	<b>Safer Travel at Night</b> Continue to run the successful campaign and seek new ways to deliver the message to a wider audience.	CSEP	Ongoing
	<b>The Youth Travel Ambassador Scheme</b> This was initially piloted in 2011/12 with the aim of promoting active, safer and more responsible travel for 11 to 16-year-olds. Projects were intended to deliver important messages relating to travel and transport issues, road safety and the role of young people in their communities. The scheme adopted a pupil-led approach to help participants make a positive impact on their schools and local community. The project will be piloted in a further six schools with a plan to launch across London in October 2013.	Surface Transport, Planning	Ongoing  Pilots launched November 2012 to June 2013  Pan-London October 2013

Issue	Activity	TfL Lead	Timescale
<b>Customer experience</b>			
Bus driver behaviour and training	Work with operators on effective local engagement initiatives with older and disabled people, highlighting and sharing best practice.	Surface Transport	Ongoing
	Launch an accessibility training video for bus drivers developed in partnership with user groups for disabled and older people.	Surface Transport	Spring 2013
<b>Engaging with stakeholders</b>			
TfL Youth Panel	Meetings are held every two months. Members are aged between 13 and 25.	Public Affairs & Stakeholder Engagement	Ongoing
Sub-regional mobility forum proposal and pilot	Consultation	Equality & Corporate Sustainability	November 2012
	Setting up pilot		March 2013
	Completing pilot		December 2013
Developing borough and stakeholder relations	Annual transport-themed event for borough representatives and stakeholders focused on sharing information and best practice.	Equality & Corporate Sustainability	November 2013

Issue	Activity	TfL Lead	Timescale
<b>Workforce diversity</b>			
<p>Representation of disabled people in TfL's workforce is too low.</p> <p>Lack of BAME staff and women in senior roles.</p> <p>Leadership is not visible / effective.</p> <p>Improve development opportunities for all staff and support career progression.</p>	<p>Build on schemes such as Steps into Work and Classroom to Boardroom to encourage disabled people into employment and increase the diversity of schoolchildren considering technical careers.</p> <p>Develop strategies to attract a diverse pool of applicants into key roles, for instance engineering and some senior management positions, where there is a current lack of diversity.</p> <p>Over the next three years, increase the annual number of women, BAME and disabled candidates who are accepted on to TfL's apprenticeship and graduate schemes.</p> <p>Improve the current equality data through an audit of the workforce to increase declaration rates, particularly for disability.</p>	<p>HR Organisation Development</p> <p>People Planning &amp; Organisational Effectiveness (PPOE)</p>	<p>Ongoing</p>
	<p>Develop longer-term career and succession planning for key roles and functions</p>	<p>HR PPOE, HR Organisation Development</p>	<p>From September 2013</p>
<b>Policy development and implementation</b>			
<p>Improve potential for different ways of working.</p> <p>TfL policies need to be implemented consistently across the organisation.</p>	<p>Introduce a consistent performance management process.</p> <p>Improve performance management through initiatives such as coaching and mentoring.</p>	<p>HR Organisation Development, HR Delivery, Reward &amp; Pensions</p>	<p>From April 2013</p>
<p>There are high levels of grievances involving BAME staff and a perception of greater levels of harassment than is being reported.</p> <p>The recruitment process is inconsistent.</p> <p>Annual reviews should be meaningful with career progression based on continuous</p>	<p>Increase the use of online systems (TfL's SAP system) to record the results of mid-year reviews, and any relevant improvement plans.</p> <p>Introduce consistent guidelines and processes for managers and staff.</p> <p>Ensure that staff feedback can be used to help shape future training and policies.</p>	<p>HR Organisation Development, HR Delivery, Reward &amp; Pensions</p>	<p>From April 2013</p>



good performance. TfL policies need to be implemented consistently.			
Create a more inclusive workplace	Annual publication of a faith calendar on TfL's intranet	HR PPOE	Annually in November
Improve staff development and awareness.	Introduce a new equality training programme to increase understanding of the positive impact of diversity and inclusion in the workplace.	HR PPOE supported by Organisation Development	April 2013

### Reasonable adjustments in the workplace

<p>Inconsistent approach to reasonable adjustments across the organisation.</p> <p>TfL policies need to be implemented consistently.</p> <p>The representation of disabled people in TfL's workforce is too low.</p>	<p>Embed the reasonable adjustment process.</p> <p>Improve the reasonable adjustment process and ensure best practice is shared by:</p> <ul style="list-style-type: none"> <li>• Improving managers' ability to identify and implement appropriate reasonable adjustments for their staff</li> <li>• Providing support and training to PMA specialists so they can advise on issues associated with reasonable adjustments</li> <li>• Developing a network of managers with specific expertise so they can advise on the reasonable adjustment policy and process</li> <li>• Recording reasonable adjustment information using TfL's online systems (SAP database)</li> </ul>	HR Delivery and HR PPOE supported by Organisation Development	Ongoing
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**Appendix 2**  
**YATN key outcomes for 2013/14**

Issue	Activity	TfL Lead	Timescale
<b>Improving access to services</b>			
More accessible information.	Conducting an end-to-end review of signage and wayfinding throughout the Tube network to make it easier for people to navigate through stations across the whole system. TfL will also review complex step-free interchanges such as Green Park and London Bridge to make it simpler for passengers needing these routes.	Customer Experience	Summer 2013
	Replacing the highly effective accessibility signage that was introduced for the London 2012 Games with distinctive permanent signs which highlight step-free routes and accessible boarding points.	Customer Experience	Summer 2013
	Reviewing all the information produced about accessibility, including improving the way that step-free advice is displayed on the standard Tube map, in consultation with disabled people. This will make it clearer which stations have level access throughout and which are step-free in the station but have a gap between the platform and the train.	Customer Experience	Summer 2013
	Working with Network Rail and the Association of Train Operating Companies to produce a step-free rail map for London, including the rail services TfL doesn't operate. This will give an overview of step-free access across all rail services in the Capital for the first time.	Customer Experience	Summer 2013
	Redeveloping the transport accessibility section of tfl.gov.uk so that the information it gives about services is simpler, clearer and more consistent across all types of transport.	Customer Experience	Summer 2013

Issue	Activity	TfL Lead	Timescale
<b>Improving access to services</b>			
More accessible information.	Making available real-time travel apps for smartphones in accessible formats. TfL will work with developers to produce apps that make real-time information for the bus and Tube networks accessible, particularly for people with sight loss, and motor and learning disabilities.	Customer Experience	Summer 2013
	Making the step-free Tube guide available in smartphone apps. For the first time TfL will publish Tube accessibility data electronically so that developers can incorporate detailed information about access into their apps. This will include the information contained in the step-free Tube guide, locations of level access areas on platforms and information about toilet provision.	Customer Experience	Summer 2013
	TfL will have completely redeveloped <a href="http://tfl.gov.uk">tfl.gov.uk</a> with clearer, easier-to-read content, designed to work across a range of different devices. The improvements will be seen next year, as single accounts will be introduced which require only one password to access all online services. TfL will also introduce a new online customer service and complaints system. With all online developments TfL will maintain high levels of accessibility, meeting and exceeding statutory standards.	Customer Experience	By 2014
	TfL will complete an upgrade of Journey Planner to contain further information on the accessibility of the network. This will include providing accessible routes that plan in real-time around service disruptions and the availability of lifts and escalators. When planning journeys, customers will be able to specify their accessibility requirements in relation to step-free access, escalator provision, walking distances within stations and use of stairs. They will also be able to save journey preferences, including access requirements, for future searches.	Customer Experience	By 2014

Issue	Activity	TfL Lead	Timescale
Enhanced Infrastructure	<p><b>Tube and Rail</b></p> <p>TfL will continue to deliver more and more step-free Tube stations, reducing the difference in journey time between step-free and non-step-free routes, and opening up new routes across the Capital. Over the next 10 years, TfL will provide step-free access at an extra 28 stations. The number of journeys made each year by step-free routes will almost treble, from 67 million at present to 189 million in 2021. We will do this by:</p>		
	Investing around £250m to provide step-free access at an additional six key London stations (Bond Street, Finsbury Park, Greenford, Tottenham Court Road, Vauxhall and Victoria). The works at Bond Street and Tottenham Court Road will provide step-free access to the heart of the West End and interchange with Crossrail, revolutionising accessible transport across central London.	London Underground	By 2018
	Making four more stations partially step-free (Paddington to the Hammersmith & City line in 2014, Bank to the Waterloo & City line in 2015, and to the Northern line at Elephant & Castle and Bank by 2021).	London Underground	Between 2014 and 2021
	Developing a short-term programme for step-free access by spring 2013. This will identify stations where relatively quick and inexpensive improvements can be made.	London Underground	Spring 2013
	Retaining manual boarding ramps at 16 stations on the Tube network and rolling out to stations which would maximise the number of step-free journeys.	London Underground	During 2013
	Installing platform humps and other solutions so that a third of the Tube network will have level access platforms, up from 15 per cent at present. Thirty-five additional platforms across the Jubilee and Northern lines will have platform humps by the end of 2013. This includes current step-free stations such as Golders Green and Kilburn, plus key step-free interchanges such as Baker Street and Stockwell.	London Underground	Between 2013 and 2016

Issue	Activity	TfL Lead	Timescale
Enhanced Infrastructure	Introducing 53 new state-of-the-art, air-conditioned trains on the Hammersmith & City and Circle line. These will have wide doors, dedicated spaces for wheelchair users, a low-floor design for improved access between the train and platform, multi-purpose spaces throughout and advanced audio and visual information.	London Underground	By end 2014
	An additional 80 new trains with these features will be introduced to the District line, meaning that 40 per cent of the Tube network will be served by air-conditioned trains with high standards of accessibility.	London Underground	Between 2013 and 2016
	Installing an extra 80 wide-aisle gates at 60 stations and introducing tactile paving on all platform edges across the network.	London Underground	Summer 2013

**Activity**

In 2018 Crossrail will open, greatly improving east-west accessibility across London and enabling around 69 million additional step-free journeys a year. All newly built Crossrail stations will have step-free access, and every London borough that has a Crossrail station will have at least one with step-free access. Ealing Broadway and Whitechapel Tube stations will also be made step-free.

Crossrail trains will have clearly distinguished priority seats as well as dedicated spaces for wheelchair users. Each carriage will provide visual and audio information about the journey, and a facility to alert and speak to the driver in the event of an emergency. In addition to the work on new stations in central London, all existing surface stations will be upgraded to provide accessibility enhancements including tactile surfaces, lighting, additional handrails and accessible toilets at most locations.

The Government's Access for All programme, which addresses issues faced by disabled passengers at Britain's railway stations, includes making 47 stations in London step-free by 2014. Thirteen have already been completed and a number of others are currently under way.

TfL is making the case for further investment in step-free access beyond the committed programme. As part of its work, TfL is currently lobbying for funding for another 18 rail stations in London to be made step-free between 2014 and 2019. This includes urging the Government to broaden the category of stations eligible for Access for All funding to include London Underground stations.

Issue	Activity	TfL Lead	Timescale
Enhanced Infrastructure	<b>Buses</b> Invest £17m to improve bus stop accessibility and are on-track to make 70 per cent of bus stops accessible by spring 2013 (this target has been met) and 95 per cent by end of 2016.	Surface Transport	Between spring 2013 and 2016
	Continue the recently launched customer information campaign to provide clarity on the use of the wheelchair bay.	Surface Transport	During 2013
	<b>Facilities for pedestrians</b> Roll out Pedestrian Countdown to a total of 200 sites.	Surface Transport	Spring 2015
	Upgrade remaining 276 signalised pedestrian crossings to include rotating cones and/or audible signals and tactile paving.	Surface Transport	Spring 2016
	Expand the use of Legible London signs which aim to increase the number of walking journeys, new sites include Clapham Junction, Brixton, Kingston and Bromley.	Surface Transport	By 2016
	Deliver pedestrian improvement schemes, including Tottenham Hale, Highbury Corner, Elephant & Castle northern roundabout, Waterloo roundabout and Vauxhall. These form part of a review of 500 junctions across London.	Surface Transport	By 2016
	Work with boroughs to improve the accessibility of streets across the Capital, including funding a wide range of pedestrian and public realm improvements. This will see significant improvements made in locations including Aldgate, Bromley, Croydon, Harlesden, Tolworth, Wood Green and the West End.	Surface Transport	By 2016
	Trial new technology that will detect groups of people at pedestrian crossings and adjust the crossing time given to pedestrians to make sure that queues are cleared. TfL hopes to have developed a prototype for this innovative technology by the end of 2013.	Surface Transport	End 2013

Issue	Activity	TfL Lead	Timescale
Enhanced Infrastructure	<p><b>Taxis</b></p> <p>Over the next year TfL will develop a taxi ranks action plan. It will review the accessibility of ranks at London’s mainline rail stations so passengers can use taxis more easily. Other improvements will include:</p>		
	<p>Monthly on-street compliance activities from 2013 to check that accessibility features in taxis, such as wheelchair ramps and swivel seats, are in working order and drivers know how to use them. Where an accessibility feature is not working, the taxi licence will be suspended until the feature is fixed.</p>	Surface Transport	From 2013
	<p>Developing systems over the next two years to support our Cabwise and Find a ride services, which should see an increase in the number of private hire operators registered with the service and make it easier for all users to book a taxi or private hire vehicle. Over the next four years the services will continue to be promoted across London.</p>	Surface Transport	Between 2013 and 2015
Improved Customer Experience	<p>Transport staff do a great job of guiding and helping customers access the transport network. However, we are serious about improving the experience of travel in London, which means giving more expertise to staff about how best to assist customers. TfL will do this by:</p>		
	<p>Developing a team of accessibility champions within contact centres, who will have an in-depth understanding of accessible travel in London. By summer 2013 this team will have enhanced training and will be able to provide a better service, and share their knowledge with colleagues.</p>	Customer Experience	Summer 2013
	<p>Improving the quality of responses to complaints, making sure that any concerns are dealt with fully and efficiently and that comments are fed back.</p>	Customer Experience	Summer 2013
	<p>Simplifying online contact system to make it easier to give feedback. Changing the way complaints are logged and categorised so trends can be better identified and specific issues can be addressed. TfL will publish accessibility complaints data as part of its quarterly complaints report.</p>	Customer Experience	Summer 2013

Issue	Activity	TfL Lead	Timescale
Improved Customer Experience	<p>Improving training for Tube staff so customers get the level of support they need on every journey.</p> <p>From summer 2013 TfL will introduce new training for frontline staff. For the first time TfL will make sure that older and disabled people play an active part in the development of the new training. A key feature of this will be an emphasis on practical operational scenarios to help staff demonstrate and develop their customer service skills.</p> <p>By the end of 2013 TfL will have created five accessibility centre-of-excellence stations, whose staff will have an enhanced level of disability training, delivered in partnership with disabled people. This programme will be evaluated and, if appropriate, roll-out to other stations that are most used by older and disabled passengers.</p> <p>Ensuring staff training is as effective as possible by providing key members of the training team with additional guidance on accessibility issues. This will make them experts in accessibility and enhance their skills. TfL will involve disabled people in this additional training.</p>	London Underground	By end of 2013
	<p>Working with bus operators to thoroughly review driver training. Progress is already under way:</p> <p>By spring 2013 TfL will launch a new training DVD for bus drivers, developed in partnership with disabled bus passengers. It will feature customers' stories about their own experiences of bus travel and explain how drivers' actions can ensure consistently safe and comfortable trips.</p> <p>From summer 2013, all bus drivers will receive new training which will include, as a key element, the additional involvement of older and disabled people.</p>	Surface Transport	During 2013



Issue	Activity	TfL Lead	Timescale
Improved Customer Experience	Roll out a programme of local events where older and disabled people will be able to meet with bus drivers and managers at their local garage. This will improve drivers' understanding of the barriers passengers face and how they can help.	Surface Transport	From Summer 2013
	Consult with the taxi trade on the introduction of customer service training during the Knowledge. With the aim that all drivers benefit from disability awareness training before being licensed.	Surface Transport	From 2013
	Work with the Association of Train Operating Companies to review the Passenger Assist booking system with the aim of simplifying the booking process for disabled customers needing assistance. TfL will also look at ways to support people who prefer not to pre-book. These improvements would affect London Overground as it is part of the National Rail network.	Customer Experience	From 2013
	Expanding the travel mentoring service across the Capital, aiming to have a local mentoring project running in 90 per cent of London boroughs by spring 2016. TfL is currently involved in collaborative travel mentoring projects in 21 of the 33 London boroughs, and is encouraging the expansion of provision through and with external partners.	Customer Experience	Between 2013 and 2016
Better engagement	Continuing and extending engagement with disabled people's organisations, making sure these groups are involved in all aspects of service development. TfL will hold regular meetings and roundtables to keep stakeholders up-to-date and involve them in improving the accessibility of the network	Equality and Customer Experience teams	From 2013
	Developing sub-regional borough mobility forums open to all disabled people to be involved in dealing with local and wider strategic issues. TfL will also share ideas and work to improve services further. The pilot forum will launch in spring 2013 and TfL will aim to have the forums in place across London by 2014.	Equality Team	Spring 2013 – 2014

Issue	Activity	TfL Lead	Timescale
Better engagement	Keeping customers informed with accessibility-related service updates via email, starting in summer 2013. TfL will maintain an opt-in database of customers who want to receive the information. This will allow TfL to spread news of service changes more widely and directly to disabled and older people.	Customer Experience	Summer 2013
	Making the 'Thinking outside the bus' event an annual opportunity for disabled people's organisations to meet with senior representatives from TfL and the bus operators to discuss concerns and issues with bus travel.	Surface Transport	Summer 2013
	Developing a sister event for Tube and rail services, which will launch in summer 2013. This will be an opportunity to meet senior staff from across the organisation including the customer service centre, staff training and station upgrade teams. Station staff, especially from stations which are challenging in terms of accessibility, would also attend. Both events will increase and encourage communication between staff and customers, developing greater mutual understanding and delivering improvements to services.	London Underground	Summer 2013
	Holding a targeted recruitment drive for Dial-a-Ride for groups in greatest need of the service. By spring 2013 TfL will have contacted and visited organisations and forums across London that will help reach the people in most need of the service. These include people over-85, those on the higher rate mobility component of Disability Living Allowance, people registered blind or partially sighted and those on a War Pension mobility supplement.	Surface Transport	Spring 2013