

Accessibility and Inclusion in Transport Planning

Double decker bus

Key information

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Introduction

The London Assembly **Transport Committee** is investigating how accessibility and inclusivity are taken into account in transport planning in London.

Investigation aims and objectives (Terms of Reference)

- To understand the various different groups using transport services across London and identify what is being done to provide accessible and inclusive transport options in London.
- To identify additional or alternative accessibility / inclusion measures that Transport for London (TfL) could consider to improve its services.
- To investigate how TfL engages and works with user groups when planning and designing new infrastructure projects or upgrades, and how/if this could be improved.
- To scrutinise TfL's delivery of the actions set out in its Equity in Motion plan.

Key issues

- There are barriers to travelling in London which disproportionately affect certain user groups. Previous research has found that Disabled people often have longer and more expensive journeys than non-Disabled

people. Older people, women and the LGBTQ+ community often feel unsafe when using public transport and our streets. The majority of outer London residents feel that public transport is insufficient and not reliable enough.

- The way Londoners make journeys differs by demographic profile. Previous research has found women are more likely to use the bus during the day than men; cycling is more prevalent among White people, and walking is more prevalent among people aged 25-44.
- It has been widely recognised by charities and organisations that continuous, effective engagement with user groups is a fundamental part of creating accessible and inclusive public places.
- In February 2024 TfL published [Equity in Motion](#), which is its plan to create a fair, accessible and inclusive transport network. As part of this plan, TfL has stated that it wants to “build a high-engagement culture...from the initial idea to implementation” and establish an “Inclusive Design Centre of Excellence”.

Key questions

1. How is TfL’s Equity in Motion plan being implemented, and what will it achieve if it is successful? Is there anything that Equity in Motion does not adequately cover, and if so, what steps should TfL take to rectify this?
2. What are the main barriers to accessible and inclusive travel on London’s transport network, including public transport, walking and cycling, and what is TfL doing to overcome these?
3. Who is using different TfL services and how can TfL ensure that its provision of services across London is accessible and inclusive? What information gathering can TfL do to assist with this?
4. What is TfL doing to embed accessibility and inclusion into its transport planning and design process?
5. What does good public engagement in accessible transport planning look like in practice, and how can TfL improve its ‘engagement culture’?

Call for Evidence

As part of this investigation, the Committee issued a Call for Evidence.

This Call for Evidence has now closed. All responses received will be used to shape the Committee's output for this investigation.

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