

Central London Bus Review 2022

Equality Impact Assessment

Programme-wide assessment

Introduction

Transport for London (TfL) has developed a series of proposals to restructure the bus network in central and inner London. This programme-level Equality Impact Assessment (EqIA) summarises the proposals and sets out the expected high-level impact on passengers. Scheme-level EqIAs have been developed for each set of proposals which set out the impact on passengers at local bus network and route level.

The programme-level and scheme-level EqIAs are evolving documents and are subject to change throughout the consultation process as further evidence is gathered.

This document and the associated scheme-level EqIAs aim to assist TfL to comply with its duty to have regard to meet the three equality aims as set out in section 149 of the Equality Act 2010.

Step 1: Clarifying Aims

Q1. Outline the aims/objectives/scope of this piece of work

Background

Demand on the London bus network was falling prior to the COVID-19 pandemic; partly in response to improvements on other sustainable modes of transport, including new cycle facilities and rail upgrades. Bus demand has fallen further during the pandemic owing to an increase in more flexible office hours with an increase in homeworking, and changes to leisure and retail travel demand. Demand has decreased more significantly in central and inner London and on radial corridors on which peak commuting trips would normally form a significant proportion of demand.

Our Approach

TfL has undertaken a review of the bus network in central and inner London to identify corridors where there is surplus bus capacity. This considered the frequency of service and the size of bus used on each route and compared this with the forecast demand in the busiest period on each corridor. A series of proposals to restructure the central and inner London bus network have subsequently been developed with the following aims:

- Reduce surplus capacity on central London and radial corridors; retaining sufficient capacity to accommodate post-pandemic demand
- Rationalise and simplify the network by reducing the number of parallel routes on major corridors
- Minimise passenger disbenefit by re-structuring routes to retain key existing links with high frequency routes
- Encourage modal shift by providing new direct links
- Improve the overall efficiency of the bus network and help to deliver value for money within the available funding

Sharing Information

TfL will seek to ensure that information, regarding the possible impacts of these proposals, is widely available and accessible to all users and is concise and easy to understand, in both online and printable formats. This will include ensuring that consultation material is accessible to people with visual impairments and other disabilities. The consultation material will be available in the following accessible formats:

- British Sign Language (BSL) videos
- Easy-to-read versions of the narrative
- Fillable survey in easy-read format
- Neighbourhood sheets in easy-read format
- Helpline for customers requiring information
- Promotion of the consultation via the Disability Horizons network. This will include feature articles, social media boosts and digital advertising (an example of their recent work for Step Free Access can be viewed here: <https://disabilityhorizons.com/2021/12/help-shape-the-future-of-step-free-access-on-the-london-tube/>)
- 3D signage at bus stations with QR codes for ease of access
- Copy in braille or other languages on request.

TfL will also aim to ensure that information on the planned changes is available at bus stops on affected routes.

Responses to the consultation responses will inform the on-going development of the EqIA.

Summary of proposals

The proposals to restructure the bus network in central and inner London have been grouped into 16 neighbourhood schemes and one night bus network package. The proposals would affect bus travel in 23 London Boroughs. This programme-level EqIA provides a summary of each scheme and the overall impacts. A high-level summary of proposals for each scheme is set out below. Each scheme has an accompanying scheme-level EqIA which provides a detailed description and rationale for the proposals; analysis of the impact on passengers and any options identified for mitigating that impact.

Baker Street

- Route 31 – withdraw
- Route 113 – withdraw between Marble Arch and Swiss Cottage to reduce surplus capacity and simplify the network, and extend the route to White City to retain links and mitigate the impact of withdrawing route 31
- Route 189 – withdraw between Marble Arch and Belsize Road to reduce surplus capacity and simplify the network, and extend the route to Camden Town to retain links and mitigate the impact of withdrawing route 31

[Link to Baker Street scheme equality assessment](#)

Caledonian Road

- Route 349 – withdraw
- Route 259 – extend to Ponders End to retain links currently provided by route 349 between Ponders End and Seven Sisters. Withdraw between King’s Cross and Holloway, Nag’s Head to reduce surplus capacity and rationalise the Caledonian Road corridor
- Route 279 – withdraw between Manor House and Seven Sisters, and extend to Stamford Hill via the current route 349 alignment to retain links and mitigate the impact of restructuring route 349
- Route 254 – cut back from Holloway, Nags Head to Finsbury Park to reduce surplus capacity and simplify the network

[Link to Caledonian Road scheme equality assessment](#)

Coldharbour Lane

- Route 45 – withdraw
- Route 59 – reroute at the South Circular via Streatham Place to Clapham Park to retain links and mitigate the impact of withdrawing route 45

[Link to Coldharbour Lane scheme equality assessment](#)

Commercial Street

- Route 242 – withdraw
- Route 135 – withdraw between Aldgate East station and Old Street station, and extend to Homerton Hospital via the current route 242 alignment to retain links and mitigate the impact of withdrawing route 242

[Link to Commercial Street equality assessment](#)

Earl’s Court

- Route C3 – withdraw
- Route 27 – withdraw between Hammersmith Bus station and Kensington High Street and extend to Clapham Junction via the current route C3 alignment to retain links and mitigate the impact of withdrawing route C3
- Route 328 – withdraw between Chelsea Worlds End and Kensington High Street and extend to Hammersmith Bus station to retain links and mitigate the impact of restructuring route 27

[Link to Earl’s Court scheme equality assessment](#)

Edgware Road

- Route 16 – withdraw
- Route 98 – withdraw between Holborn and Marble Arch and extend to Victoria to retain links and mitigate the impact of withdrawing route 16
- Route 6 – withdraw between Aldwych and Marble Arch and extend to Holborn via Oxford Street to retain links and mitigate the impact of restructuring route 98
- Route 23 – withdraw between Hyde Park Corner and Hammersmith and extend to Aldwych via Piccadilly to retain links and mitigate the impact of restructuring route 6

[Link to Edgware Road scheme equality assessment](#)

Essex Road

- Route 4 – withdraw
- Route 56 – withdraw between St Paul’s Station and St Bartholomew’s Hospital and extend to Blackfriars Station to retain links and mitigate the impact of withdrawing route 4
- Withdraw route 236 between Hackney Wick and Homerton Hospital and extend to Archway Station to retain links and mitigate the impact of withdrawing route 4
- Withdraw route 476 between Kings Cross Station and Newington Green to reduce surplus capacity and simplify the network

[Link to Essex Road scheme equality assessment](#)

Euston Road

- Route 24 – withdraw
- Route 88 – withdraw between Trafalgar Square and Parliament Hill Fields and extend to Hampstead Heath via the current route 24 alignment to retain links and mitigate the impact of withdrawing route 24
- Route 214 – withdraw between Moorgate and Camden Town and extend to Pimlico via the current route 88 and 24 alignments to retain links and mitigate the impact of withdrawing route 24 and restructuring route 88
- Route 205 – withdraw between Bow and Mile End, and withdraw between Paddington and St Pancras and extend to Parliament Hill Fields via the current route 214 alignment to retain links and mitigate the impact of restructuring route 214

[Link to Euston Road scheme equality assessment](#)

Fleet Street

- Route 211 – withdraw between Waterloo and Sloane Square and extend to Battersea Power Station
- Route 11 – withdraw between Liverpool Street and Parliament Square and extend to Waterloo via the current route 211 alignment to retain links and mitigate the impact of restructuring route 211
- Route 26 – withdraw between Waterloo and Aldwych and extend to Victoria via the current route 11 alignment to retain links and mitigate the impact of restructuring route 11

[Link to Fleet Street scheme equality assessment](#)

Horseferry Road

- Route 507 – withdraw
- Route 3 – withdraw between Lambeth Bridge and Whitehall and extend to Victoria Station via the current route 507 alignment to retain links and mitigate the impact of withdrawing route 507
- Route C10 – reroute via Waterloo Station instead of St. George’s Road and Westminster Bridge Road to retain links and mitigate the impact of withdrawing route 507
- Route 77 - reroute to terminate at Waterloo Station Taxi Road Waterloo Taxi Road to provide a better pick up and set down location at Waterloo and improve interchange to other services

[Link to Horseferry Road equality assessment](#)

Isle of Dogs and Wapping

- Route 100 - extend from Shadwell Station to Bethnal Green via current route D3 to maintain the key links between Wapping High Street and Vallance Road
- Route 135 – cutting it back to Westferry Road and then running via the 277 routeing on East Ferry Road to terminate at Crossharbour, Asda
- 277 – rerouted at Westferry Road to run via Spindrif Avenue, East Ferry Road, Manchester Road and Preston’s Road to terminate at Poplar, All Saints via the current D7 routeing
- D3 - cut back from Bethnal Green to Westferry Circus and extended from there to Crossharbour, Asda via Marsh Wall, Manchester Road and East Ferry Road
- D7 - withdrawn
- D8 – reroute in the Bromley-by-Bow area so it no longer serves Bow Church. Southbound it will run via Stratford High Street and Hancock Road and northbound via Blackwall Tunnel Northern Approach, St Leonard’s Street and Stratford High Street.

[Link to Isle of Dogs and Wapping scheme equality assessment](#)

London Bridge

- Route 47 – withdraw between Shoreditch and London Bridge
- Route 388 – extend to City Hall (Tower Bridge Road) to retain links and mitigate the impact of withdrawing route 47
- Route 43 – withdraw between Moorgate and London Bridge to reduce surplus capacity and simplify the network, and extend to Liverpool Street bus station to provide new links

[Link to London Bridge scheme equality assessment](#)

South Kensington

- Route 72 – withdraw
- Route 74 – withdraw
- Route 414 – withdraw
- Route 14 – withdraw between Russell Square and Hyde Park Corner and extend to Marble Arch to retain links and mitigate the impact of withdrawing routes 74 and 414
- Route 430 – reroute between West Brompton and South Kensington via Earls Court to retain links and mitigate the impact of withdrawing route 74
- 49 – restructure to run between East Acton and South Kensington to provide required capacity north of White City
- Route 19 – reroute between Kings Road and Piccadilly via Sydney Street and South Kensington rather than Sloane Square to retain links and mitigate the impact of restructuring routes 14 and 49
- Route 283 – extend from Hammersmith Bus Station to Hammersmith Bridge, North Side to retain links and mitigate the impact of withdrawing route 72
- Route 272 – extend from Shepherds Bush Green to Hammersmith Bus Station to retain links and mitigate the impact of withdrawing route 72

[Link to South Kensington scheme equality assessment](#)

Tower Bridge

- Route 78 – withdraw
- Route 388 – extend from City Hall to Peckham Bus Station to retain links and mitigate the impact of withdrawing route 78
- Route 15 – re-routed at Aldgate to improve interchange

[Link to Tower Bridge scheme equality assessment](#)

Walworth Road

- Route 12 – withdraw
- Route 148 – withdraw between White City and Shepherd's Bush, and from stops on Denmark Hill, and extend from Camberwell Green to Dulwich Library to retain links and mitigate the impact of withdrawing route 12

[Link to Walworth Road scheme equality assessment](#)

Waterloo

- Route 521 – withdraw
- Route 59 - reroute at Holborn Station to terminate at St Pauls Station to retain links and mitigate the impact of withdrawing route 521
- Route 133 – reroute at Monument to terminate at St Bartholomew's Hospital to provide new links
- Route 171 – relocate terminus stand from Lambeth Road to Gaunt Street to provide stand space for route 53
- Route 53 – cut back from County Hall to Elephant and Castle, Lambeth Road to reduce surplus capacity and simplify the network

[Link to Waterloo scheme equality assessment](#)

Night bus network

Proposals have been developed to restructure the night bus network to complement the planned changes to the day network. The night network proposals have been separated into four geographical quadrants and are described below:

West Quadrant

- Route 14 – withdraw
- Route N19 – re-route via South Kensington instead of Sloane Square
- Route N27 – convert to a 24-hour route between Chalk Farm and Clapham Junction via Paddington, Kensington and Imperial Wharf
- Route 72 – withdraw
- Route N74 – withdraw
- Route N414 – introduce a new night service between Putney Heath and Tottenham Court Road Station via Fulham Road
- Route N430 – introduce a new night service between Roehampton, Danebury Avenue and Marble Arch via Fulham Palace Road, Earls Court and South Kensington

North Quadrant

- Route 6 – retain a 24-hour service but running between Willesden Garage and Holborn via Oxford Street
- Route N16 – withdraw
- Route 23 – retain a 24-hour service but running between Westbourne Park and Aldwych via Piccadilly
- Route 24 – withdraw
- Route N31 – withdraw
- Route N32 – introduce a new night service between Edgware and Oxford Circus via Kilburn, partially replacing the N16
- Route 88 – retain a 24-hour service but running between Hampstead Heath and Clapham Common via Charing Cross Road
- Route N98 -retain the night service but running between Stanmore and Victoria
- Route 189 – re-number N189
- Route N205 – retain the night service but running between Parliament Hill Fields and Leyton
- Route 214 – retain a 24-hour service but running between Highgate Village and Pimlico via Oxford Circus
- Route N259 – new night service to replace route N279
- Route N279 – withdrawn

East Quadrant

- Route N11 – withdraw
- Route N15 – re-route via Aldgate Bus Station eastbound instead of Mansell Street
- Route N26 – retain the night service but extend from Trafalgar Square to Victoria to partially replace route N11
- Route 43 – re-number N43
- Route 47 – re-number N47
- Route N242 – re-number N135
- Route N507 – introduce a new night route between Ealing Broadway and Trafalgar Square via Fulham to partially replace route N11

South Quadrant

- Route 12 – withdraw
- Route N133 – withdraw between Liverpool Street and Monument and extend to St Bartholomew’s Hospital via Bank
- Route 148 – retain the 24-hour service but running between Shepherds Bush Green and Dulwich Library

[Link to Night Services equality assessment](#)

Summary of Passenger Impacts

The proposals within all schemes are expected to have the following over-arching negative impacts on passengers, set out from most to least impactful:

- 1. Needing to interchange via different bus stops to complete a journey:**
Passengers may need to access a different bus stop to complete a journey. This may increase overall journey times as a result of having to travel between stops to complete a journey. Some passengers may also have to stand without seating or a shelter if a stop is only marked by the presence of a flag. In some cases, passengers may need to interchange slightly away from the stop flag in circumstances where buses are queued at a stop. There are 88 locations across the full set of schemes where passengers may need to access a different stop in future to complete their journey. These locations are shown in Figure 1.
- 2. Needing to interchange at the same bus stop to complete a journey:**
Passengers may need to interchange at a single bus stop, where they previously did not need to interchange, to complete their journey. This could increase journey times due to the need to wait for the next bus or result in passengers having to stand without seating, shelter or information if a stop is only marked by the presence of a flag. In some cases, passengers may need to interchange slightly away from the stop flag in circumstances where buses are queued at a stop. There are 653 locations where passengers may need to change between routes at a single stop in future. These locations are shown in Figure 1.
- 3. Increase in travel costs if journey time to an interchange bus exceeds 1 hour and the Hopper Fare is not applicable:** Passengers may need to travel on more than one bus route to complete a journey, which may increase travel costs for some journeys where the length of journey means that the Hopper fare is not applicable.

4. **A reduction in capacity may reduce access to priority seating, wheelchair and pushchair space:** Passenger numbers per bus may increase which might affect access to priority seats, wheelchair spaces, space for pushchairs and buggies or feeling safe and comfortable on a bus.

5. **Access to information on proposed changes:** Passengers often rely on publicity and information to make journeys on the bus network. Many will be more reliant on high quality and timely information to plan journeys if the bus network is restructured. Access to high quality is typically more important to some passengers who share protected characteristics – including people with mobility, visual and hearing impairments. TfL will seek to ensure that information is accessible to all users and is concise and easy to understand, in online and printable formats and at bus stops on affected routes

6. **Waiting time for buses may increase due to some frequency reductions:** Waiting times may increase for some passengers where corridor frequencies decrease. This may impact passengers who have to stand without seating, shelter or information if a stop is only marked by the presence of a flag.

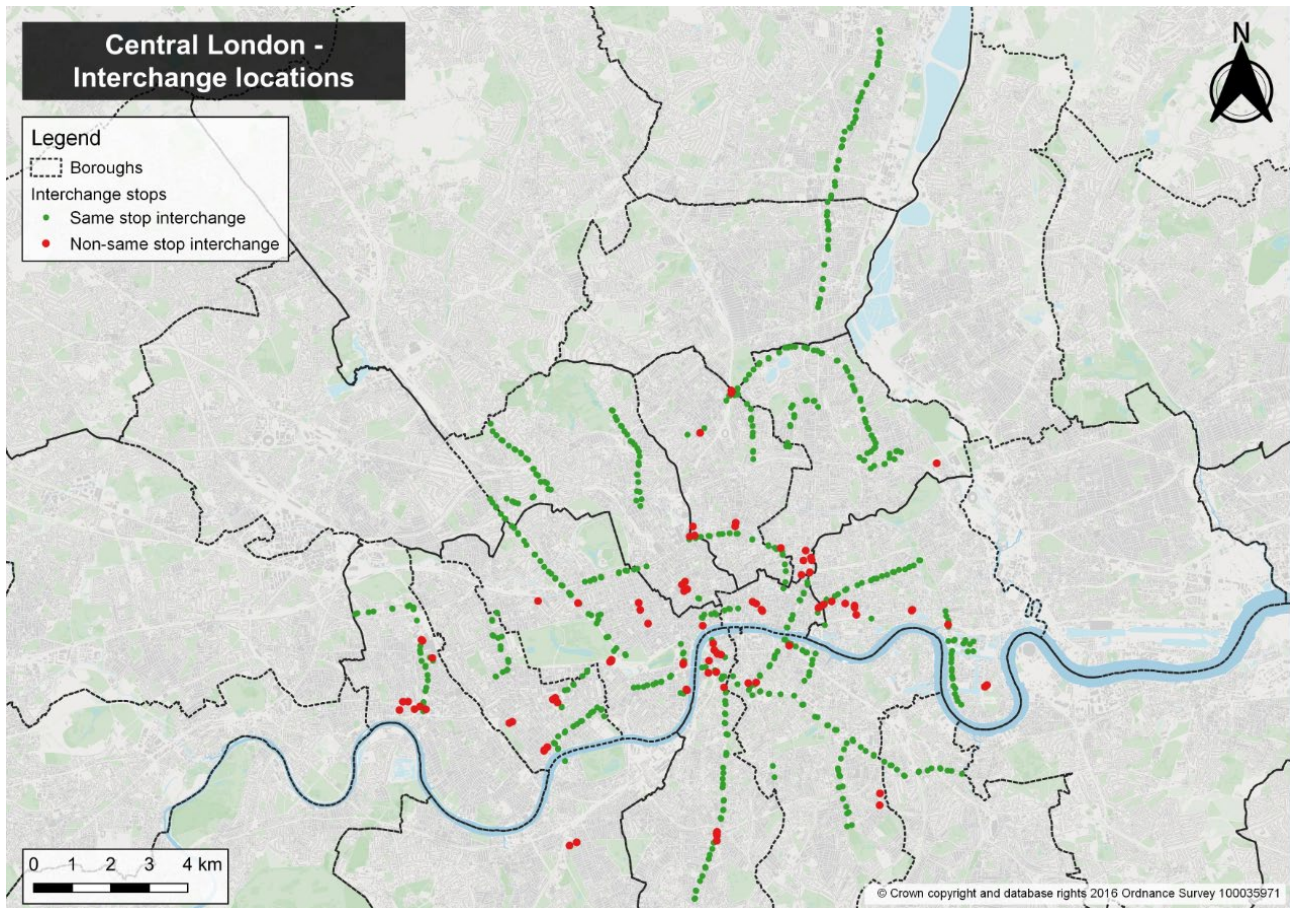


Figure 1: Future interchange locations

A detailed description of each scheme, including rationale, impacts on passengers (both positive and negative) as well as mitigation opportunities, is set out within scheme-level EqlAs. Scheme level EqlAs will include:

- Interchange locations and bus stop facilities
- Local demographics
- Significant employers along the routes (major hospitals, shopping / leisure and shopping centres and major venues).
- Significant cultural centres along the routes – religious centres, community centres etc.
- Transport hubs

The EqlA is an evolving document, and the above criteria will continue to be developed through the consultation process.

Step 2: The Evidence Base

Q3. Record here the data you have gathered about the diversity of the people potentially impacted by this work. You should also include any research on the issues affecting inclusion in relation to your work

TfL is undertaking a programme of engagement which will help to understand the views and concerns of stakeholders and the impacts of the proposals on people with protected characteristics. Evidence is being gathered via consultation responses, and from published reports and articles in the public domain which are cited as footnotes.

Although this section does not cite specific responses, feedback and insight from stakeholders, all have been valuable in building this evidence base and developing TfL's knowledge on the issues associated with the proposals. TfL thank all those that have engaged with us to help shape this evolving assessment. The purpose of this section is to display the evidence that has been gathered.

The proposals would affect bus travel to, from and within the following 23 London boroughs: Barnet, Brent, Bromley, Camden, City of London, City of Westminster, Ealing, Enfield, Greenwich, Hackney, Hammersmith & Fulham, Haringey, Islington, Kensington & Chelsea, Lambeth, Lewisham, Merton, Newham, Richmond upon Thames, Southwark, Tower Hamlets, Waltham Forest, Wandsworth.

Information about the diversity of people potentially affected by the proposals is set out below at bus route level – based on ticketing data for the routes included in the proposals – and at borough level across the 23 affected local authorities. Women, older people, those on low incomes, and some Black, Asian and minority ethnic people are more likely to use buses (and many people will fall into more than one of these groups). There are also people who are more likely to be impacted by the planned changes, particularly older and disabled people as well as pregnant women and those travelling with small children.

The programme-level and scheme-level EqIAs are evolving documents and are subject to change as further evidence can be introduced through the consultation process.

More detailed information is provided at scheme level within each of the scheme-level EqIAs.

Age

Older People

- 13 per cent of passengers using the affected bus routes are 'Older Person's Freedom Pass' holders.¹ Not all older passengers are Freedom Pass holders – this may include people who live outside of London.
- 10 per cent of residents of the 23 London Boroughs affected by the proposed changes are aged 65 or over, compared with 11 per cent for all London Boroughs.²
- The bus is a key form of transport for people aged 65 and over, with 61 per cent saying they use the bus at least once a week (the same amount as for all Londoners).³

¹ Oyster Data P9 2019-20.

² <https://www.ons.gov.uk/census/2011census>

³ <http://content.tfl.gov.uk/tfl-bus-users-survey.pdf>

Young People

- 8 per cent of passengers using the affected bus routes are 'Bus and Tram Pass (Under 18)' or 'Pay As You Go Full Time Education Ticket' holders.⁴ Not all young people have a 'Bus and Tram Pass (Under 18)' or 'Pay As You Go Full Time Education Ticket'.
- 31 per cent of residents of the 23 London Boroughs affected by the proposed changes are young people under 25, compared with 32 per cent for all London Boroughs.⁵

Disability

- 3 per cent of passengers using the affected bus routes are 'Disabled Person's Freedom Pass' holders.⁶ Not all disabled people are Freedom Pass holders – this may include people who live outside of London.
- 14 per cent of residents of the 23 London Boroughs affected by the proposed changes have a disability which limits their day-to-day activities, which is the same – 14 per cent – as across all London Boroughs.⁷
- 10 per cent of bus users in London are disabled⁸, which is lower than the population of London as a whole (14 per cent)⁹. Buses are the most accessible mode of transport in London and so the impact of changes would be greater for disabled people.
- Data on bus usage by carers is not currently available. However, as generally low paid workers, carers are more likely to use the bus network, whether accompanying a disabled person or travelling to or from work.

Gender

- Bus ticket data for individuals who share this protected characteristic is not currently available.
- 50 per cent of the residents of the 23 London Boroughs affected by the proposed changes are women and 50 per cent are men (compared with 51 per cent women and 49 per cent men across all London Boroughs).¹⁰
- 57 per cent of day bus users in London are women, which is higher than the population of London as a whole (51 per cent).¹¹
- 43 per cent of day bus users in London are men, which is lower than the population of London as a whole (49 per cent).¹²
- The bus is the second most frequently used type of transport (after walking) among women, with 63 per cent using the bus at least once a week. Women are also more likely than men to be travelling with buggies and/or shopping, and to be travelling with children. Women are significantly less likely than men to say that they are 'not at all worried' about personal security while using public transport in London (14 per cent compared with 28 per cent). 34 per cent of women say they are generally worried compared with men (27 per cent).¹³

⁴ Oyster Data P9 2019-20.

⁵ <https://www.ons.gov.uk/census/2011census>

⁶ Oyster Data P9 2019-20.

⁷ <https://www.ons.gov.uk/census/2011census>

⁸ <http://content.tfl.gov.uk/tfl-bus-users-survey.pdf>

⁹ <https://www.ons.gov.uk/census/2011census>

¹⁰ <https://www.ons.gov.uk/census/2011census>

¹¹ <http://content.tfl.gov.uk/tfl-bus-users-survey.pdf>

¹² <http://content.tfl.gov.uk/tfl-bus-users-survey.pdf>

¹³ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

Gender Reassignment

- Bus ticket data for individuals who share this protected characteristic is not currently available.
- Data on residents who share this protected characteristic is not currently available by London borough.
- Individuals who have undergone or are undergoing gender reassignment are statistically more vulnerable to verbal and physical abuse.¹⁴ One in five LGBT people in Britain (21 per cent) have experienced a hate crime or incident due to their sexual orientation and/or gender identity in the last 12 months.¹⁵ Two in five trans people (41 per cent) have experienced a hate crime or incident, because of their gender identity in the last 12 months and one in six LGB people, who aren't trans (16 per cent), have experienced a hate crime or incident due to their sexual orientation in the same period.¹⁶

Marriage/Civil Partnership

- Bus ticket data for individuals who share this protected characteristic is not currently available.
- Data on residents who share this protected characteristic is not currently available by London borough.

Pregnancy/Maternity

- Bus ticket data for individuals who share this protected characteristic is not currently available.
- Data on residents who share this protected characteristic is not currently available by London borough.
- Women make up fifty-seven per cent of the ridership on buses in London¹⁷ and a significant number of these may be accompanied by young children or may be pregnant. Women are more likely than men to be travelling with buggies and/or shopping, and to be travelling with children.¹⁸

¹⁴ <https://www.stonewall.org.uk/lgbt-britain-hate-crime-and-discrimination>

¹⁵ <https://www.stonewall.org.uk/lgbt-britain-hate-crime-and-discrimination>

¹⁶ <https://www.stonewall.org.uk/lgbt-britain-hate-crime-and-discrimination>

¹⁷ <http://content.tfl.gov.uk/tfl-bus-users-survey.pdf>

¹⁸ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

Race

- Bus ticket data for individuals who share this protected characteristic is not currently available.
- 39 per cent of residents of the 23 London Boroughs affected by the proposed changes are from Black, Asian and minority ethnic communities, compared with 40 per cent for all London Boroughs¹⁹
- 61 per cent of residents of the 23 London Boroughs affected by the proposed changes are White, compared with 60 per cent for all London Boroughs.²⁰
- 47 per cent of bus users in London are from Black, Asian and minority ethnic communities²¹, which is higher than the population of London as a whole (40 per cent).²²
- 53 per cent of bus users in London are White²³, which is lower than the population of London as a whole (60 per cent).²⁴
- Black, Asian and minority ethnic Londoners are less likely to be in employment than White Londoners (57 per cent Black, Asian and minority ethnic Londoners compared with 64 per cent White Londoners). They are also more likely to live in households with an average annual income below £20,000 (33 per cent Black, Asian and minority ethnic Londoners compared with 25 per cent White Londoners). There is substantial discrepancy between ethnic minority groups, with the proportion that have an annual household income of less than £20,000 ranging from 27 per cent of mixed ethnicity Londoners up to 41 per cent of Black Londoners.²⁵
- The bus is the second most frequently used type of transport (after walking) among Black, Asian and minority ethnic people, with 65 per cent using the bus at least once a week.²⁶

Religion/Belief

- Bus ticket data for individuals who share this protected characteristic is not currently available.
- A summary by borough of residents who share this protected characteristic is set out in the following table.²⁷

¹⁹ <https://www.ons.gov.uk/census/2011census>

²⁰ <https://www.ons.gov.uk/census/2011census>

²¹ <http://content.tfl.gov.uk/tfl-bus-users-survey.pdf>

²² <https://www.ons.gov.uk/census/2011census>

²³ <http://content.tfl.gov.uk/tfl-bus-users-survey.pdf>

²⁴ <https://www.ons.gov.uk/census/2011census>

²⁵ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

²⁶ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

²⁷ <https://www.ons.gov.uk/census/2011census>

Borough	Total no. of residents	Religion/Belief								
		Christian	Buddhist	Hindu	Jewish	Muslim	Sikh	Other Religion	No Religion	Religion not stated
Barnet	356,386	41%	1%	6%	15%	10%	0%	1%	16%	8%
Brent	311,215	41%	1%	18%	1%	19%	1%	1%	11%	7%
Bromley	309,392	61%	1%	2%	0%	3%	0%	0%	26%	8%
Camden	220,338	34%	1%	1%	4%	12%	0%	1%	25%	21%
City of London	7,375	45%	1%	2%	2%	6%	0%	0%	34%	9%
Ealing	338,449	44%	1%	9%	0%	16%	8%	1%	15%	7%
Enfield	312,466	54%	1%	3%	1%	17%	0%	1%	16%	8%
Greenwich	254,557	53%	2%	4%	0%	7%	1%	0%	26%	8%
Hackney	246,270	39%	1%	1%	6%	14%	1%	1%	28%	10%
Hammersmith and Fulham	182,493	54%	1%	1%	1%	10%	0%	0%	24%	8%
Haringey	254,926	45%	1%	2%	3%	14%	0%	1%	25%	9%
Islington	206,125	40%	1%	1%	1%	9%	0%	0%	30%	17%
Kensington and Chelsea	158,649	54%	2%	1%	2%	10%	0%	0%	21%	10%
Lambeth	303,086	53%	1%	1%	0%	7%	0%	1%	28%	9%
Lewisham	275,885	53%	1%	2%	0%	6%	0%	1%	27%	9%
Merton	199,693	56%	1%	6%	0%	8%	0%	0%	21%	7%
Newham	307,984	40%	1%	9%	0%	32%	2%	0%	10%	6%
Richmond upon Thames	186,990	55%	1%	2%	1%	3%	1%	0%	28%	8%
Southwark	288,283	53%	1%	1%	0%	9%	0%	0%	27%	9%
Tower Hamlets	254,096	27%	1%	2%	1%	35%	0%	0%	19%	15%
Waltham Forest	258,249	48%	1%	2%	0%	22%	0%	0%	18%	7%
Wandsworth	306,995	53%	1%	2%	1%	8%	0%	0%	27%	8%
Westminster	219,396	45%	1%	2%	3%	18%	0%	1%	20%	9%
TOTAL	5,759,298	47%	1%	3%	2%	13%	1%	1%	23%	9%

Summary of the percentage of residents by Religion/Belief

Sexual Orientation

- Bus ticket data for individuals who share this protected characteristic is not currently available.
- Data on residents who share this protected characteristic is not currently available by London borough.
- A summary of the percentages for London residents who share this protected characteristic is set out in the following table.²⁸

Sexual Identity	Number (thousands)	Percent of population
Heterosexual or straight	6,342	90%
Gay or lesbian	140	2%
Bisexual	44	1%
Other	41	1%
Don't know or refuse	496	7%
Total	7,063	100%

Percentage of London Residents by sexual identity

- Lesbian, Gay, Bisexual and Trans (LGBT) people are statistically more vulnerable to verbal and physical abuse. One in five LGBT people in Britain (21 per cent) have experienced a hate crime or incident due to their sexual orientation and/or gender identity in the last 12 months.²⁹ Two in five trans people (41 per cent) have experienced a hate crime or incident, because of their gender identity in the last 12 months and one in six LGB people, who aren't trans (16 per cent), have experienced a hate crime or incident due to their sexual orientation in the same period.³⁰

²⁸ <https://www.ons.gov.uk/peoplepopulationandcommunity/culturalidentity/sexuality/datasets/sexualidentityuk>

²⁹ <https://www.stonewall.org.uk/lgbt-britain-hate-crime-and-discrimination>

³⁰ <https://www.stonewall.org.uk/lgbt-britain-hate-crime-and-discrimination>

Other – For example, people who are on low incomes

- Data on bus usage by individuals who share this protected characteristic is not currently available at any meaningful level.
- On average 36 per cent of residents of the 23 London Boroughs affected by the proposed changes live in lower income households (less than £20,000 per year), which aligns with 36 per cent of Londoners as a whole.³¹
- The bus is the second most common type of transport used by Londoners on lower incomes (69 per cent use the bus at least once a week, compared with 59 per cent of all Londoners), but this group tends to travel less frequently than Londoners overall (2.2 trips per weekday on average compared with 2.4 among all Londoners).³²
- Londoners with a lower household income are less likely to hold an Oyster card than all Londoners (49 per cent compared with 60 per cent), but more likely than all Londoners to have an older person's Freedom Pass (26 per cent compared with 15 per cent).³³
- Disabled Londoners are more likely to live in a household with an annual income of £20,000 or less than non-disabled Londoners (61 per cent of disabled Londoners compared with 25 per cent of non-disabled Londoners).³⁴
- Jobseekers are concerned that a lack of transport acts as a barrier to accessing employment and one in four (25 per cent) say that the cost of transport presents a problem getting to interviews.³⁵
- There is substantial discrepancy between ethnic minority groups, with the proportion that have an annual household income of less than £20,000 ranging from 27 per cent of mixed ethnicity Londoners up to 41 per cent of Black Londoners.³⁶

There is overlap between many of the groups mentioned above, as demonstrated in the findings of the London Travel Demand Survey (2016/17), summarised in Figure 2. This table shows the London proportion of each group across the top, made up by each group at the side. London Travel Demand Survey (LTDS) data in this summary excludes children under five.³⁷

³¹ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

³² <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

³³ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

³⁴ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

³⁵ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

³⁶ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

³⁷ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

	BAME	Older people	Younger people	People on low incomes	Disabled people	Women
BAME		23%	46%	44%	32%	38%
Older (65+)	8%			24%	44%	14%
Younger (24 & under)	33%			30%	11%	26%
Low income (<£20,000)	33%	54%	32%		61%	31%
Disabled	8%	32%	4%	20%		10%
Women	51%	55%	49%	55%	56%	
More likely than other groups to be...	Younger	Low income and disabled	BAME	BAME, older and disabled	Low income and older	

Figure 2: Overlap of some key Groups of London Residents

- Londoners living in lower income households (below £20,000) are more likely to be:
 - Older people (24 per cent are aged 65+³⁸, whereas people in this age group make up 11 per cent of the total London population³⁹). This group of people are less likely to use technology but are more likely to own a Freedom Pass.
 - Disabled people (20 per cent⁴⁰, compared with 14 per cent of all Londoners⁴¹).
 - Women (55 per cent⁴², compared with 51 per cent of all Londoners⁴³).
 - Black, Asian and minority ethnic people (44 per cent⁴⁴, compared with 40 per cent of all Londoners⁴⁵).

³⁸ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

³⁹ <https://www.ons.gov.uk/census/2011census>

⁴⁰ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

⁴¹ <https://www.ons.gov.uk/census/2011census>

⁴² <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

⁴³ <https://www.ons.gov.uk/census/2011census>

⁴⁴ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

⁴⁵ <https://www.ons.gov.uk/census/2011census>

Step 3: Impact

Q4. Given the evidence listed in step 2, consider and describe what potential short, medium and longer term negative impacts this work could have on people related to their protected characteristics?

Protected Characteristic		Explain the potential negative impact and potential mitigations
Age	Y	<p>Older People</p> <p>The proposed changes will have a greater negative impact on older people. For example, they may:</p> <ul style="list-style-type: none"> • Take longer to reach their intended destination because of a longer distance to bus stops and/or the need to change buses; increasing overall journey times • Lack confidence to travel (in particular at night) if they have to interchange in the course of their journey • Be deterred from using buses because of concerns about crowding <p>Changing between buses – boarding and alighting – or increases in distance to access alternative bus stops with a different route may cause confusion or be physically demanding for passengers with limited mobility. Pedestrian routes to alternative interchange stops may be difficult to navigate owing to the presence of street furniture, cycle lanes and kerbs, poor street lighting or a lack of directional signage. Where a different stop needs to be accessed, the pedestrian route between stops would be reviewed to identify opportunities to improve accessibility.</p> <p>TfL will aim to provide directional signage for nearby interchange stops and local area maps to show nearby stops. This can include information on distances to help passengers understand how far or how long an interchange might take. Journey Planner and TfL Go will show nearby stops and live bus arrivals. Older people may not have access to online information or mobile phone apps. As such, it will be important to ensure that print-based information on travel planning is widely available and is as universally accessible as possible.</p> <p>Some passengers may experience a longer wait for a bus in the future owing to a reduction in the frequency of service or need to change between buses at the same stop to make their journey in future. This may have a greater effect on older passengers for whom longer waiting times may be uncomfortable or more physically challenging, particularly in inclement weather.</p> <p>Where possible, interchange locations would utilise bus shelters, which would provide; seating, printed information displaying all routes and maps of the immediate local area, and a Countdown sign displaying real-time bus arrival information, helping to provide an accessible and comfortable waiting environment. As part of the Bus Action Plan, TfL will also look to install real-time digital information at</p>

bus stops without shelters, as well as on-board the bus itself.

A comprehensive marketing campaign would be delivered to inform and support passengers, so that they are aware of the potential changes and know how to replan their journeys. Information would be accessible and widely distributed. It would be available online and in printed format.

Older passengers may rely particularly heavily on buses as providers of step free transport around London. All of TfL's buses are low floor and 95 per cent of bus stops are accessible. All drivers undertake specific Equality, Diversity and Inclusion training. This includes training on pulling in closely at bus stops to help passengers with limited mobility board and alight. It also includes training on being vigilant at bus stops to make sure that passengers have the time required to board the bus, which may be particularly important older people who might have limited mobility or visual impairment and may require extra time to reach and board the bus. Drivers are also trained to ensure that passengers are safely onboard and comfortable before pulling away from a stop. This training will continue.

The most commonly mentioned barriers to increased public transport use among older Londoners are: concern about overcrowded services (40 per cent of older Londoners mention overcrowding though this is less than the 59 per cent of all Londoners) and concern around antisocial behaviour (34 per cent for both Londoners aged 65 and over and all Londoners).⁴⁶

TfL does not expect crowding to arise as a result of these changes and that peak demand could be accommodated by the proposed revised network. Therefore, restructuring services as proposed is not expected to cause any crowding issues. However, higher occupancy as a result of the proposals could have an adverse effect on some older people in general. For example, the stress of fewer available seats, particularly access to priority seating. On buses themselves, TfL will be introducing new priority seating moquettes on buses to help alleviate the stress and discomfort of finding a seat when needed, as well as introducing inclusive signage. TfL will remind passengers that priority seats are for passengers who need them. The network will continue to be monitored following the implementation of proposals to help ensure that an appropriate level of service is provided. This will be done through the monitoring of Oyster and ticket data and roadside surveys.

The 'Hopper' Fare provides the ability to make multiple journeys within 60 minutes of touching in on the first bus. This will mean that most passengers would not need to pay additional fares when travelling by bus in future. Some passengers may have to pay more for their journey as a consequence of their journey newly exceeding the 'Hopper' fare constraint of one hour. This would have a greater

⁴⁶ <http://content.tfl.gov.uk/tfl-bus-users-survey.pdf>

		<p>effect on older people as they are more likely to live in lower income households compared with Londoners as a whole and not all older people possess a Freedom Pass.</p> <p>Many of the above factors will be exacerbated at night-time and in the hours of darkness, and may reduce the participation of older people in society, as a result of reduced access to cultural sites, hospitals, places of worship, schools, workplaces, etc. In some circumstances, the above factors may mean that some older passengers would be unable to make their journey at any time of day.</p> <p>More specific detail on the impact on older passengers is provided for each scheme in the scheme-level EqIA.</p> <p>Young People</p> <p>Young people may need to change buses or board and alight at different bus stops to complete their journeys as a result of these proposals. The proposals may impact journeys to and from secondary schools and colleges, increasing journey time for young people attending their place of education.</p> <p>The proposed changes will have a greater negative impact on young people. For example, they may:</p> <ul style="list-style-type: none"> • Take longer to reach their intended destination because of a longer distance to bus stops and/or the need to change buses; increasing overall journey times for trips to and from places of education. This may affect students and pupils who are required to arrive at a lecture, class or exam at a specific time. • Lack confidence to travel (in particular at night) if they have to interchange in the course of their journey. • Be deterred from using buses because of concerns about crowding, particularly travelling to schools, colleges or work. <p>Many of the above factors will be exacerbated at night-time and in the hours of darkness, and may reduce the participation of young people in society, as a result of reduced access to cultural sites, hospitals, places of worship, schools, workplaces, etc.</p> <p>The financial impacts on young people of having to change buses to complete their journey is expected to be low as:</p> <ul style="list-style-type: none"> • Young people under 16 travel free on the network and there is also a 16+ Zip oyster photocard, which provides free or discounted travel. • The 'Hopper' Fare provides the ability to make multiple journeys within 60 minutes of touching in on the first bus. <p>More specific detail on the impact on young people is provided for each scheme in the scheme-level EqIA.</p>
Disability including carers	Y	It is recognised that the term disability is a broad one and includes people with physical, sensory or cognitive disabilities. Many disabled people have mobility impairments, and some are wheelchair users.

For example, manual wheelchair users need sufficient space to be able to propel their chair, people who walk with sticks or crutches also need more space than a non-disabled walker. Disability can affect locomotion, seeing, hearing, reaching, stretching, dexterity, and cognitive functions, but these categories are not exhaustive, or mutually exclusive; many disabled people, particularly older people, may have more than one impairment. For example, standing can be difficult and painful for some disabled people, particularly those with arthritis, rheumatism and back problems; and uneven walking surfaces, gaps between paving slabs etc., can cause difficulties for people using sticks and crutches, visually impaired cane users and wheelchair users.

The proposed changes will have a greater negative impact on disabled people. For example, they may:

- Take more time to reach their intended destination because of reductions in frequency and/or the need to change buses:
 - This will impose a particular disadvantage on wheelchair users, who may face difficulties finding a space on one of the less-frequent buses on a corridor.
 - The need to change between buses would have a greater impact on visually impaired passengers, as the interchange location may be unfamiliar, and it may be difficult to identify the relevant bus if multiple buses arrive at the same time.
 - Higher occupancy could have an adverse effect on some disabled people in general. For example, the stress of fewer available seats, particularly access to priority seating. This may also result in increased waiting time at bus stops for passenger who are reliant on vacant wheelchair spaces or priority seating. TfL will be introducing new priority seating moquettes on buses to help alleviate the stress and discomfort of finding a seat when needed, as well as introducing inclusive signage. TfL will also remind passengers that the wheelchair space should be vacated for wheelchair users.
- Face particular disadvantages as a result of the need to interchange in the course of their journey:
 - The need to travel to a second bus stop may be demanding or difficult for those with mobility or visual impairments, particularly if there are obstructions such as street furniture, kerbs and cycle lanes, if there is a lack of tactile paving, poor street lighting or a lack of directional signage.
 - The need to travel to a second bus stop may also be difficult in other ways, particularly for those with learning disabilities that make it stressful, confusing or demanding to navigate public spaces. This may also apply even if it is same stop interchange and there is infrastructure at the bus stop.
 - The need the interchange and wait at a bus stop may be difficult for mobility impaired passengers, especially where interchange occurs at a bus stop without seating or with limited seating.
 - Wheelchair users may face difficulties finding a space on two separate buses and may be forced to wait longer. This situation may be exacerbated if there is competition for space

with passengers with pushchairs or buggies.⁴⁷

Some passengers may experience a longer wait for a bus in future owing to a reduction in the frequency of service or need to change between buses at the same stop to make their journey in future. This may have a greater impact on disabled passengers for whom longer waiting times may be uncomfortable or more physically challenging, particularly in inclement weather.

Where possible, interchange locations would utilise bus shelters, which would provide; seating, printed information displaying all routes and maps of the immediate local area, and a Countdown sign displaying real-time bus arrival information, helping to provide an accessible and comfortable waiting environment. As part of the Bus Action Plan, TfL will also look to install real-time digital information at bus stops without shelters, as well as on-board the bus itself. Accessible information on the proposals will be made widely available in online and printed formats, both during consultation and prior to/after implementation.

TfL will aim to provide directional signage for nearby interchange stops and local area maps to show nearby stops, as well as ensuring information is available to visually impaired people. This can include information on distances to help passengers understand how far or how long an interchange might take. Information at bus stops must be easy to read and understand and at a good height to ensure that it is accessible to all. Journey Planner and TfL Go will show nearby stops and live bus arrivals.

Crowding on buses would have a greater impact on disabled people as it may impact access to the wheelchair space, priority seating or seating in general, and may cause stress and confusion. However, TfL does not expect crowding to arise as a result of these changes and that peak demand could be accommodated by the proposed revised network. Therefore, restructuring services as proposed is not expected to cause any crowding issues. The network will continue to be monitored following the implementation of proposals to help ensure that an appropriate level of service is provided. This will be done through the monitoring of Oyster and ticket data and roadside surveys.

Wheelchair users (and other disabled persons with mobility difficulties) may rely particularly heavily on buses as providers of step free transport around London, meaning they may be impacted more significantly. All of TfL's buses are low floor and 95 per cent of bus stops are accessible. All drivers undertake specific Equality, Diversity and Inclusion training. This includes training on pulling in closely at bus stops to help passengers with limited mobility board and alight. It also includes training on being vigilant at bus stops to make sure that passengers have the time required to board the bus, which is particularly important for passengers who have limited

⁴⁷ MLJ Data 2018/19 Q1, Q2 and Q3 Bus Journeys & TfL Complaints Data YTD 18-19 Bus

mobility or visual impairment and may require extra time to reach and board the bus. Drivers are also trained to ensure that passengers are safely onboard and comfortable before pulling away from a stop. This training will continue.

It is understood that some disabled passengers have a higher reliance on paper-based information sources than non-disabled passengers, which can be due to the higher proportion of disabled passengers who are older than among non-disabled passengers. TfL will seek to ensure that information, regarding the possible impacts of these proposals, is accessible to all users and is concise and easy to understand, in both online and printable formats. This information will be available before any changes are introduced as we understand the need for many passengers to plan their journeys before travelling. TfL will also aim to ensure that information on the planned changes is available at bus stops on affected routes. Disabled users are slightly less likely to visit the TfL website than non-disabled users, and this is likely to include visually impaired people. Many disabled people still face significant cost and technical barriers when accessing online tools and "accessible" apps and websites can be difficult to use. However, disabled people are more likely to visit the TfL website for the purposes of finding out live travel information (32 per cent compared to 30 per cent for non-disabled Londoners) and finding a map (18 per cent compared to 15 per cent).⁴⁸

A comprehensive marketing campaign would be delivered to inform and support passengers, so that they are aware of the potential changes and know how to replan their journeys. TfL will need to ensure that those providing customer information are equipped with detailed information and know how to advise those that are visually impaired.

Some passengers may have to pay more for their journey as a consequence of their journey newly exceeding the 'Hopper' fare constraint of one hour. This would have a greater impact on disabled people in London as they are more likely to live in a household with an annual income of £20,000 or less and not all disabled people possess a Freedom Pass. The 'Hopper' Fare provides the ability to make multiple journeys within 60 minutes of touching in on the first bus. This would mean that most passengers would not need to pay additional fares when travelling by bus in future.

Many of the above factors will be exacerbated at night-time and in the hours of darkness, and may reduce the participation of disabled people in society as a result of reduced access to cultural sites, hospitals, places of worship, schools, workplaces, etc. Some of the impacts described above might mean that some disabled passengers are unable to travel at all.

TfL provides a Travel Mentoring service which may be of use for

⁴⁸ <http://content.tfl.gov.uk/tfl-bus-users-survey.pdf>

		<p>people who use affected routes.</p> <p>More specific detail on the impact on disabled people potential mitigation is provided for each scheme in the scheme-level EqIA.</p>
Gender	Y	<p>Women may need to change buses or board and alight at different bus stops to complete their journeys as a result of these proposals.</p> <p>The proposed changes will have a greater negative impact on women. For example, they may:</p> <ul style="list-style-type: none"> • Be deterred from using buses because of concerns about crowding. Women are more likely than men to be travelling with buggies and/or shopping, and to be travelling with children and therefore concerns about available space may dissuade some women from travelling.⁴⁹ • Where a journey would require interchange, women may face greater safety concerns because of the need to travel to, and wait at, a second bus stop (particularly late at night or where it is dark and isolated). Women are significantly less likely than men to say that they are 'not at all worried' about personal security while using public transport in London (14 per cent compared with 28 per cent). 34 per cent of women say they are generally worried compared with men (27 per cent).⁵⁰ Furthermore, a significantly greater proportion of women had experienced a specific worrying incident in the past three months (37 per cent compared with 28 per cent of men).⁵¹ • Have to pay more for their journey as a consequence of their journey newly exceeding the 'Hopper' fare constraint of one hour. Women get paid less than men on average. The median salary in 2016 for a woman in London was £26,277 compared with £36,761 for men. This is partly due to the increased number of part-time positions held by women in London. However, even when looking solely at full-time salaries, there is still a discrepancy in the average annual pay for women and men; the median full-time annual pay for a woman in London is £32,151, compared with £39,927 for a man.⁵² The 'Hopper' Fare provides the ability to make multiple journeys within 60 minutes of touching in on the first bus. This would mean that most passengers would not need to pay additional fares when travelling by bus in future. <p>Many of the above factors will be exacerbated at night-time and in the hours of darkness, and may reduce the participation of women in society, as a result of reduced access to cultural sites, hospitals, places of worship, schools, workplaces, etc.</p> <p>TfL does not expect crowding to arise as a result of these changes and that peak demand could be accommodated by the proposed revised network. Therefore, restructuring services as proposed is not expected to cause any crowding issues. The network will continue to</p>

⁴⁹ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

⁵⁰ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

⁵¹ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

⁵² <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

	<p>be monitored following the implementation of proposals to help ensure that an appropriate level of service is provided. This will be done through the monitoring of Oyster and ticket data and roadside surveys.</p> <p>TfL, British Transport Police, Metropolitan Police Service and City of London Police introduced a campaign, called Project Guardian, to encourage people to report unwanted sexual behaviour when using public transport. Since its launch in 2013, the number of annual reports has doubled.</p> <p>Some women may experience greater concern if they have to use a stop further away from the ultimate origin/destination than now, but for some of this group their access distance may be very similar to now, as this depends on where they are going to and coming from.</p> <p>Where possible, interchange locations would utilise bus shelters, which would provide; seating, printed information displaying all routes and maps of the immediate local area, and a Countdown sign displaying real-time bus arrival information, helping to provide an accessible and comfortable waiting environment. As part of the Bus Action Plan, TfL will also look to install real-time digital information at bus stops without shelters, as well as on-board the bus itself.</p> <p>More specific detail on the impact on women provided for each scheme in the scheme-level EqIA.</p>
<p>Gender reassignment</p>	<p>Y</p> <p>Passengers who have undergone or are undergoing gender reassignment may need to change buses or board and alight at different bus stops to complete their journeys as a result of these proposals.</p> <p>The proposed changes will have a greater negative impact on individuals who are undergoing or have undergone gender reassignment. For example, they may:</p> <ul style="list-style-type: none"> • Take longer to reach their intended destination because of reductions in frequency and/or the need to change buses. • Face greater safety concerns because of the need to travel to, and wait at, a second bus stop (particularly late at night or where it is dark and isolated). Passengers who are undergoing or have undergone gender reassignment are more likely to have experienced hate crime while using public transport and are more vulnerable to verbal and physical abuse. <p>Many of the above factors will be exacerbated at night-time and in the hours of darkness, and may reduce the participation of people who share this protected characteristic in society, as a result of reduced access to cultural sites, hospitals, places of worship, schools, workplaces, etc.</p> <p>Some people who are undergoing or have undergone gender reassignment may experience greater concern if they have to use a stop further away from the ultimate origin/destination than now, but</p>

		<p>for some of this group their access distance may be very similar to now, as this depends on where they are going to and coming from.</p> <p>Where possible, interchange locations would utilise bus shelters, which would provide; seating, printed information displaying all routes and maps of the immediate local area, and a Countdown sign displaying real-time bus arrival information, helping to provide an accessible and comfortable waiting environment. As part of the Bus Action Plan, TfL will also look to install real-time digital information at bus stops without shelters, as well as on-board the bus itself.</p> <p>More specific detail on the impact on people who share this protected characteristic is provided for each scheme in the scheme-level EqIA.</p>
Marriage/ Civil Partnership	N	TfL does not anticipate that the proposals will have a greater negative impact on individuals that share the protected characteristic of being married/in a civil partnership.
Pregnancy/ Maternity	Y	<p>Passengers with this protected characteristic may need to change buses or board and alight at different bus stops to complete their journeys as a result of these proposals.</p> <p>The proposed changes will have a greater negative impact on pregnant passengers or those with young children. For example, they may:</p> <ul style="list-style-type: none"> • Take longer to reach their intended destination because of reductions in frequency and/or the need to change buses. • Face particular disadvantages as a result of the need to interchange in the course of their journey: <ul style="list-style-type: none"> ○ The need to travel to a second bus stop may be demanding or difficult for pregnant passengers or passengers with buggies/babies. Women are more likely than men to be travelling with buggies and/or shopping, and to be travelling with children.⁵³ The bus is perceived to be more child-friendly and educational than other types of transport such as the Tube.⁵⁴ ○ Mothers with buggies may face difficulties finding a space on two separate buses in the course of their journey. As a result, they may have to wait longer. Travelling by bus with a buggy and children can be stressful and can on occasion lead to disputes with other passengers over the space buggies take, especially if buggies make use of the wheelchair priority area on buses. ○ Mothers with buggies may rely particularly heavily on buses as providers of step free transport around London. • Have to pay more for their journey as a consequence of their journey newly exceeding the 'Hopper' fare constraint of one hour. <p>Many of the above factors will be exacerbated at night-time and in the hours of darkness, and may reduce the participation of people</p>

⁵³ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

⁵⁴ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

		<p>who share this protected characteristic in society, as a result of reduced access to cultural sites, hospitals, places of worship, schools, workplaces, etc.</p> <p>TfL does not expect crowding to arise as a result of these changes and that peak demand could be accommodated by the proposed revised network. Therefore, restructuring services as proposed is not expected to cause any crowding issues. The network will continue to be monitored following the implementation of proposals to help ensure that an appropriate level of service is provided. This will be done through the monitoring of Oyster and ticket data and roadside surveys.</p> <p>TfL will be introducing new priority seating moquettes on buses to help alleviate the stress and discomfort of finding a seat when needed, as well as introducing inclusive signage. Driver training also includes the requirement to lower the bus for passengers with buggies when boarding and alighting, and to ensure that sufficient time is allowed when onboard for passengers to be seated/find a comfortable position.</p> <p>The ‘Hopper’ Fare provides the ability to make multiple journeys within 60 minutes of touching in on the first bus.</p> <p>Some pregnant passengers or passengers with small children may experience greater concern if they have to use a stop further away from the ultimate origin/destination than now, but for some of this group their access distance may be very similar to now, as this depends on where they are going to and coming from.</p> <p>Where possible, interchange locations would utilise bus shelters, which would provide; seating, printed information displaying all routes and maps of the immediate local area, and a Countdown sign displaying real-time bus arrival information, helping to provide an accessible and comfortable waiting environment. As part of the Bus Action Plan, TfL will also look to install real-time digital information at bus stops without shelters, as well as on-board the bus itself.</p> <p>More specific detail on the impact on pregnant passengers or those with small children is provided for each scheme in the scheme-level EqIA.</p>
Race	Y	<p>Black, Asian and minority ethnic passengers may need to change buses or board and alight at different bus stops to complete their journeys as a result of these proposals.</p> <p>39 per cent of residents in the 23 affected London boroughs are from Black, Asian and minority ethnic communities, compared with 40 per cent in London as whole.</p> <p>The proposed changes will have a greater negative impact on minority ethnic groups, and in particular members of Black, Asian and minority ethnic communities. For example, they may:</p> <ul style="list-style-type: none"> • Take longer to reach their intended destination because of

	<p>reductions in frequency and/or the need to change buses. 31 per cent of Black, Asian and minority ethnic Londoners indicate slow journey times as a barrier to greater public transport use.⁵⁵</p> <ul style="list-style-type: none"> • Face greater safety concerns because of the need to travel to, and wait at, a second bus stop (particularly late at night or where it is dark and isolated). Black, Asian and minority ethnic Londoners are significantly less likely than White Londoners to say that they are ‘not at all worried’ about personal security while using London’s public transport (16 per cent Black, Asian and minority ethnic Londoners compared with 23 per cent White Londoners). Also 33 per cent of Black, Asian and minority ethnic Londoners say they are generally worried compared with 29 per cent White Londoners. The level of worry rises to 40 per cent among Asian Londoners.⁵⁶ Black, Asian and minority ethnic Londoners are also considerably more likely than white Londoners to have felt worried about their personal security in the past three months while using public transport (37 per cent have experienced a specific worrying incident, compared with 30 per cent of White Londoners which increases to 43 per cent of mixed ethnicity Londoners).⁵⁷ Black, Asian and minority ethnic Londoners are more at risk of being killed or seriously injured on London’s roads, with children in this group being on average 1.5 times more likely to be affected than non-Black, Asian and minority ethnic children. Black, Asian and minority ethnic Londoners are less likely than white Londoners to say that they feel safe from accidents when walking around London during the day (22 per cent Black, Asian and minority ethnic feel ‘very safe’ compared with 30 per cent White).⁵⁸ • Be deterred from using buses because of concerns about crowding (49 per cent of Black, Asian and minority ethnic Londoners cite overcrowding as one of the prominent barriers to increased public transport use).⁵⁹ • Have to pay more for their journey as a consequence of their journey newly exceeding the ‘Hopper’ fare constraint of one hour. Cost of travel is more often mentioned as a barrier to public transport use by Black, Asian and minority ethnic Londoners (51 per cent). Black, Asian and minority ethnic Londoners are less likely than White Londoners to be in employment (57 per cent Black, Asian and minority ethnic compared with 64 per cent White). They are also more likely to live in households with an average annual income below £20,000 (33 per cent Black, Asian and minority ethnic compared with 25 per cent White).⁶⁰ The ‘Hopper’ Fare provides the ability to make multiple journeys within 60 minutes of touching in on the first bus. This would mean that most passengers would not need to pay additional fares when travelling by bus in future.
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⁵⁵ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

⁵⁶ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

⁵⁷ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

⁵⁸ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

⁵⁹ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

⁶⁰ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

	<p>Many of the above factors will be exacerbated at night-time and in the hours of darkness, and may reduce the participation of people who share this protected characteristic in society, as a result of reduced access to cultural sites, hospitals, places of worship, schools, workplaces, etc.</p> <p>TfL does not expect crowding to arise as a result of these changes and that peak demand could be accommodated by the proposed revised network. Therefore, restructuring services as proposed is not expected to cause any crowding issues. The network will continue to be monitored following the implementation of proposals to help ensure that an appropriate level of service is provided. This will be done through the monitoring of Oyster and ticket data and roadside surveys.</p> <p>Some Black, Asian and minority ethnic passengers may experience greater concern if they have to use a stop further away from the ultimate origin/destination than now, but for some of this group their access distance may be very similar to now, as this depends on where they going to and coming from.</p> <p>Where possible, interchange locations would utilise bus shelters, which would provide; seating, printed information displaying all routes and maps of the immediate local area, and a Countdown sign displaying real-time bus arrival information, helping to provide an accessible and comfortable waiting environment. As part of the Bus Action Plan, TfL will also look to install real-time digital information at bus stops without shelters, as well as on-board the bus itself.</p> <p>For some communities the bus network is heavily relied upon. TfL will aim to ensure that clear communication about changes is widely shared within different communities.</p> <p>More specific detail on the impact on Black, Asian and minority ethnic passengers is provided for each scheme in the scheme-level EqIA.</p>
<p>Religion or Belief</p>	<p>Y</p> <p>Passengers with this protected characteristic may need to change buses or board and alight at different bus stops to complete their journeys as a result of these proposals.</p> <p>Within the 23 affected London boroughs, 47 per cent are Christian residents compared with 48 per cent London-wide, 13 per cent of residents are Muslim compared with 12 per cent, 2 per cent are Jewish residents (also 2 per cent London-wide), and 3 per cent are Hindu residents compared with 5 per cent London-wide.</p> <p>The proposed changes will have a greater negative impact on individuals that share the protected characteristic of religion or belief. For example, they may</p> <ul style="list-style-type: none"> • Take longer to reach their intended destination because of reductions in frequency and/or the need to change buses, which in some cases will be a place of worship. • Face greater safety concerns because of the need to travel to,

		<p>and wait at, a second bus stop (particularly late at night or where it is dark and isolated).</p> <ul style="list-style-type: none"> • Have to pay more for their journey, as a consequence of their journey newly exceeding the 'Hopper' fare constraint of one hour. <p>Many of the above factors will be exacerbated at night-time and in the hours of darkness, and may reduce the participation of people who share this protected characteristic in society, as a result of reduced access to cultural sites, hospitals, places of worship, schools, workplaces, etc.</p> <p>TfL does not expect crowding to arise as a result of these changes and that peak demand could be accommodated by the proposed revised network. Therefore, restructuring services as proposed is not expected to cause any crowding issues. The network will continue to be monitored following the implementation of proposals to help ensure that an appropriate level of service is provided. This will be done through the monitoring of Oyster and ticket data and roadside surveys.</p> <p>The 'Hopper' Fare provides the ability to make multiple journeys within 60 minutes of touching in on the first bus.</p> <p>Some people with this protected characteristic may experience greater concern if they have to use a stop further away from the ultimate origin/destination than now, but for some of this group their access distance may be very similar to now, as this depends on where they going to and coming from.</p> <p>Where possible, interchange locations would utilise bus shelters, which would provide; seating, printed information displaying all routes and maps of the immediate local area, and a Countdown sign displaying real-time bus arrival information, helping to provide an accessible and comfortable waiting environment. As part of the Bus Action Plan, TfL will also look to install real-time digital information at bus stops without shelters, as well as on-board the bus itself.</p> <p>More specific detail on the impact on passengers with this protected characteristic is provided for each scheme in the scheme-level EqIA.</p>
<p>Sexual orientation</p>	<p>Y</p>	<p>Passengers with this protected characteristic may need to change buses or board and alight at different bus stops to complete their journeys as a result of these proposals.</p> <p>The proposed changes will have a greater negative impact on lesbian, gay and bisexual (LGB) people. For example, they may:</p> <ul style="list-style-type: none"> • Take longer to reach their intended destination because of reductions in frequency and/or the need to change buses. • Face greater safety concerns because of the need to travel to, and wait at, a second bus stop (particularly late at night or where it is dark and isolated). LGB Londoners are significantly more likely than heterosexual Londoners to have experienced unwanted sexual behaviour or hate crime while using public transport in London (16 per cent said they had personally

experienced unwanted sexual behaviour compared with 10 per cent of heterosexual Londoners).⁶¹ Significantly greater proportions of LGB Londoners than heterosexual Londoners were subjected to sexual comments (45 per cent compared with 34 per cent) or sexual gestures (29 per cent compared with 19 per cent).⁶² LGBT people are statistically more vulnerable to verbal and physical abuse.⁶³

- Be deterred from using buses because of concerns about crowding (52 per cent of LGB Londoners cite overcrowding as one of the prominent barriers to increased public transport use).⁶⁴
- Have to pay more for their journey, as a consequence of their journey newly exceeding the 'Hopper' fare constraint of one hour. Cost of travel is mentioned as a barrier to public transport use by LGB Londoners (41 per cent).⁶⁵

Many of the above factors will be exacerbated at night-time and in the hours of darkness, and may reduce the participation of people who share this protected characteristic in society, as a result of reduced access to cultural sites, hospitals, places of worship, schools, workplaces, etc.

TfL does not expect crowding to arise as a result of these changes and that peak demand could be accommodated by the proposed revised network. Therefore, restructuring services as proposed is not expected to cause any crowding issues. The network will continue to be monitored following the implementation of proposals to help ensure that an appropriate level of service is provided. This will be done through the monitoring of Oyster and ticket data and roadside surveys.

The 'Hopper' Fare provides the ability to make multiple journeys within 60 minutes of touching in on the first bus.

Some people with this protected characteristic may experience greater concern if they have to use a stop further away from the ultimate origin/destination than now, but for some of this group their access distance may be very similar to now, as this depends on where they going to and coming from.

Where possible, interchange locations would utilise bus shelters, which would provide; seating, printed information displaying all routes and maps of the immediate local area, and a Countdown sign displaying real-time bus arrival information, helping to provide an accessible and comfortable waiting environment. As part of the Bus Action Plan, TfL will also look to install real-time digital information at bus stops without shelters, as well as on-board the bus itself.

More specific detail on the impact on passengers with this protected

⁶¹ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

⁶² <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

⁶³ <https://www.stonewall.org.uk/gbt-britain-hate-crime-and-discrimination>

⁶⁴ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

⁶⁵ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

<p>Other – For example, People who are on Low Incomes</p>	<p>Y</p>	<p>characteristic is provided for each scheme in the scheme-level EqIA.</p> <p>Passengers with this protected characteristic may need to change buses or board and alight at different bus stops to complete their journeys as a result of these proposals.</p> <p>The proposed changes will have a greater negative impact on people who share this characteristic. For example, they may:</p> <ul style="list-style-type: none"> • Have to pay more for their journey, as a consequence of their journey newly exceeding the ‘Hopper’ fare constraint of one hour. Londoners living in lower income households (below £20,000) are more likely to be: older, disabled, women, Black, Asian and minority ethnic people. The ‘Hopper’ Fare provides the ability to make multiple journeys within 60 minutes of touching in on the first bus. This would mean that most passengers would not need to pay additional fares when travelling by bus in future. • Face greater concerns about lack of access to information. Londoners living in DE households (social grade D refers to semi- and un-skilled manual workers and E refers to state pensioners, casual/lowest grade workers and unemployed Londoners) (with access to the internet) are less likely than all Londoners (with access to the internet) to access the internet ‘on the move’ (69 per cent compared with 81 per cent) or at work (37 per cent compared with 66 per cent). They are also less likely to use a smartphone (76 per cent compared with 84 per cent).⁶⁶ TfL will seek to ensure that information, regarding the possible impacts of these proposals, is accessible to all users and is concise and easy to understand, in both online and printable formats. TfL will also aim to ensure that information on the planned changes is available at bus stops on affected routes. <p>Given that Londoners living in lower income households are more likely to be: Older (65+), Disabled, Women, Black, Asian and minority ethnic, and that there is overlap between many of these groups, the likely impacts have already been covered for each one.</p> <p>More specific detail on the impact on passengers with this protected characteristic is provided for each scheme in the scheme-level EqIA.</p>
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⁶⁶ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

Q5. Given the evidence listed in step 2, consider and describe what potential positive impacts this work could have on people related to their protected characteristics?

Protected Characteristic		Explain the potential positive impact
Age	Y	<p>Older People Older people will benefit as a result of new direct journey opportunities with new links provided on 29 bus routes. This will make the development, employment, health care and the wider community more accessible for those older people, especially those with mobility issues.</p> <p>These factors will improve journey times to intended destinations and open up new travel opportunities/destinations, via the wider public transport network, thereby improving the participation of older people in society, with improved access to key destinations.</p> <p>TfL will aim to improve bus stop facilities – bus shelters with seating and Countdown signs – at interchange locations where required. This would also benefit passengers who do not need to change between buses in future, with a more comfortable waiting environment.</p> <p>More specific detail on the positive impact on passengers with this protected characteristic is provided for each scheme in the scheme-level EqIA.</p> <p>Young People Young people will benefit as a result of new direct journey opportunities with new links provided on 29 bus routes. This will make the development, employment, health care and the wider community more accessible.</p> <p>These factors will improve journey times to intended destinations and open up new travel opportunities/destinations, via the wider public transport network, thereby improving the participation of young people in society, with improved access to key destinations.</p> <p>More specific detail on the positive impact on passengers with this protected characteristic is provided for each scheme in the scheme-level EqIA.</p>
Disability including carers	Y	<p>Disabled people will benefit as a result of new direct journey opportunities with new links provided on 29 bus routes. This will make the development, employment, health care and the wider community more accessible.</p> <p>These factors will improve journey times to intended destinations and open up new travel opportunities/destinations, via the wider public transport network, thereby improving the participation of disabled people in society, with improved access to key destinations.</p>

		<p>TfL will aim to improve bus stop facilities – bus shelters with seating and Countdown signs – at interchange locations where required. This would also benefit passengers who do not need to change between buses in future, with a more comfortable waiting environment.</p> <p>More specific detail on the positive impact on passengers with this protected characteristic is provided for each scheme in the scheme-level EqIA.</p>
Gender	Y	<p>Women will benefit as a result of new direct journey opportunities with new links provided on 29 bus routes. This will make the development, employment, health care and the wider community more accessible.</p> <p>These factors will improve journey times to their intended destinations and open up new travel opportunities/destinations, via the wider public transport network, thereby improving the participation of women in society, with improved access to cultural sites, hospitals, places of worship, schools, workplaces, etc.</p> <p>TfL will aim to improve bus stop facilities – bus shelters with seating and Countdown signs – at interchange locations where required. This would benefit passengers who do not need to change between buses in future.</p> <p>More specific detail on the positive impact on passengers with this protected characteristic is provided for each scheme in the scheme-level EqIA.</p>
Gender Reassignment	Y	<p>Passengers with this protected characteristic will benefit as a result of new direct journey opportunities with new links provided on 29 bus routes. This will make the development, employment, health care and the wider community more accessible.</p> <p>These factors will improve journey times to intended destinations and open up new travel opportunities/destinations, via the wider public transport network.</p> <p>TfL will aim to improve bus stop facilities – bus shelters with seating and Countdown signs – at interchange locations where required. This would benefit passengers who do not need to change between buses in future.</p> <p>More specific detail on the positive impact on passengers with this protected characteristic is provided for each scheme in the scheme-level EqIA.</p>
Marriage/ Civil Partnership	N	<p>TfL does not anticipate that the proposals will have a greater positive impact on individuals that share the protected characteristic of being married/in a civil partnership.</p>
Pregnancy/ Maternity	Y	<p>Passengers with this protected characteristic will benefit as a result of new direct journey opportunities with new links provided on 29 bus routes. This will make the development, employment, health care and the wider community more accessible.</p>

		<p>These factors will improve journey times to intended destinations and open up new travel opportunities/destinations, via the wider public transport network.</p> <p>TfL will aim to improve bus stop facilities – bus shelters with seating and Countdown signs – at interchange locations where required. This would also benefit passengers who do not need to change between buses in future, with a more comfortable waiting environment.</p> <p>More specific detail on the positive impact on passengers with this protected characteristic is provided for each scheme in the scheme-level EqIA.</p>
Race	Y	<p>Black, Asian and minority ethnic passengers will benefit as a result of new direct journey opportunities with new links provided on 29 bus routes. This will make the development, employment, health care and the wider community more accessible.</p> <p>These factors will Improve journey times to their intended destinations and open up new travel opportunities/destinations, via the wider public transport network, thereby improving the participation of people who share this protected characteristic in society, with improved access to cultural sites, hospitals, places of worship, schools, workplaces, etc.</p> <p>TfL will aim to improve bus stop facilities – bus shelters with seating and Countdown signs – at interchange locations where required. This would benefit passengers who do not need to change between buses in future.</p> <p>More specific detail on the positive impact on passengers with this protected characteristic is provided for each scheme in the scheme-level EqIA.</p>
Religion or Belief	Y	<p>Passengers with this protected characteristic will benefit as a result of new direct journey opportunities with new links provided on 29 bus routes. This will make the development, employment, health care and the wider community more accessible.</p> <p>These factors will improve journey times to intended destinations, including places of worship, and open up other new travel opportunities/destinations via the wider public transport network.</p> <p>TfL will aim to improve bus stop facilities – bus shelters with seating and Countdown signs – at interchange locations where required. This would benefit passengers who do not need to change between buses in future.</p> <p>More specific detail on the positive impact on passengers with this protected characteristic is provided for each scheme in the scheme-level EqIA.</p>

<p>Sexual orientation</p>	<p>Y</p>	<p>Passengers with this protected characteristic will benefit as a result of new direct journey opportunities with new links provided on 29 bus routes. This will make the development, employment, health care and the wider community more accessible.</p> <p>These factors will improve journey times to intended destinations and open up new travel opportunities/destinations via the wider public transport network.</p> <p>TfL will aim to improve bus stop facilities – bus shelters with seating and Countdown signs – at interchange locations where required. This would benefit passengers who do not need to change between buses in future.</p> <p>More specific detail on the positive impact on passengers with this protected characteristic is provided for each scheme in the scheme-level EqIA.</p>
<p>Other – for example, people who are on low incomes</p>	<p>Y</p>	<p>Passengers with these protected characteristics will benefit as a result of new direct journey opportunities with new links provided on 29 bus routes. This will make the development, employment, health care and the wider community more accessible.</p> <p>These factors will improve journey times to intended destinations and open up new travel opportunities/destinations via the wider public transport network.</p> <p>Londoners living in lower income households are more likely to be; Older (65+), Disabled, Women, Black, Asian and minority ethnic groups, and that there is overlap between many of these groups.</p> <p>More specific detail on the positive impact on passengers with these protected characteristics is provided for each scheme in the scheme-level EqIA.</p>

Pre-consultation engagement

Q6. How has consultation with those who share a protected characteristic informed your work?

List the groups you intend to consult with or have consulted and reference any previous relevant consultation? ⁶⁷	If consultation has taken place what issues were raised in relation to one or more of the protected characteristics?
<p>23 March 2022 – Pre-consultation meeting with:</p> <ul style="list-style-type: none"> • Campaign for Better Transport (CBT) • Royal National Institute of Blind People (RNIB) • London Vision (LV) • London TravelWatch (LTW) 	<p>TfL met with key stakeholders to provide a high-level overview of the central London proposals and listen to concerns about how the planned changes might impact passengers. Key issues identified are set out below.</p> <p>Information – concern was expressed that information on the planned changes, both during consultation and prior to/after implementation, might not be accessible to all passengers. This would include information online and at bus stops and shelters. This may have a greater impact on visually impaired people and those who have limited access to the internet. The importance of TfL ensuring that high quality, accessible information was noted.</p> <p>Bus network accessibility – it was noted that the bus network is accessible unlike some rail transport options. The importance of TfL ensuring future interchanges are accessible for all passengers was noted.</p> <p>Capacity – concern was expressed that the proposals might not provide sufficient capacity, and that this may have a greater impact on older and disabled people who may be nervous about travelling or be more reliant on the availability of priority seating and wheelchair spaces.</p> <p>Travel costs – it was noted that the Hopper fare allows for multiple interchanges within a one-hour period, and that the proposals might increase journey times for some passengers resulting in increased travel costs.</p> <p>Buses pulling up to bus stops flags – concern was expressed that buses do not always pull up to stop flags and that this can impact disabled and older people in particular. The importance of TfL ensuring that driver training adequately addresses this was note.</p>

⁶⁷ This could include our staff networks, the Independent Disability Advisory Group, the Valuing People Group, local minority groups etc.

	<p>Audio announcements – options for providing audio information on bus arrivals at bus stops was suggested. A concern was raised that on-board audio announcements are not always audible. The importance of TfL ensuring that appropriate audio information is provided for passengers.</p>
<p>March 2022 – Pre-consultation meeting with:</p> <ul style="list-style-type: none"> • Independent Disability Advisory Group (IDAG) 	<p>TfL met with IDAG to provide a high-level overview of the central London proposals and listen to concerns about how the planned changes might impact passengers. Key issues identified are set out below.</p> <p>Information – concern was raised that real-time information at bus stops is sometimes absent or inaccurate. A request was made for the introduction of improved real-time information across the network. The importance of TfL ensuring that visually impaired people have access to good information on the proposed changes and how journeys could be made in future was raised.</p> <p>Capacity – concerns were raised that changes to the bus network might result in crowding which may have a greater impact on disabled people.</p> <p>Bus stop accessibility – concern was raised that an increase in the provision of cycle lanes and other obstacles can impact disabled passengers when attempting to access bus stops. The importance of TfL working to ensure that bus stops and the pedestrian route between stops are accessible was noted.</p> <p>Change to routes – changes to current routes would be confusing for visually impaired people and it may be difficult for some people to travel in future. Many disabled people may require training or accompanied journeys to learn a new route.</p> <p>Driver training – the importance of good driver training was noted. In particular, it was noted that TfL should ensure that drivers should be given and allow sufficient time for passengers to be safely seated on buses before departing from stops.</p>