

Accessible and Equal



London's transport network should be accessible and open to all.

Value for Money



Transport across all modes should represent good value for money.

Safe and Healthy



Transport users in London must be and feel safe at all times.

Invest and Innovate



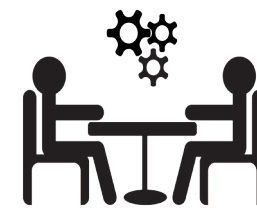
London's transport network requires investment and innovation to meet growing demand.

Inform and Communicate



Accurate and timely information must be available across multiple channels throughout a journey.

Joined up and Accountable



The industry will work together when things go wrong to get passengers to their destination.

We want the Mayor to follow these principles and together we will work to ensure:

Investment in accessible transport infrastructure

An inclusive travelling environment

Equal access to public transport across London

London's streets and pavements are level and clear of obstacles

Delay Repay after 15 minutes as the industry standard

A clear, consistent and simple fares structure and more flexible ticketing options

Prioritisation of the bus as the most affordable, accessible and practical mode

More smart ticketing including extending Oyster/Contactless outside London

All users feel safe using public transport

A joint push for safety across all transport providers and modes

Safe streets which are accessible for all and encourage active travel modes

We meet sustainability goals and improve air quality

Investment in interchanges

Growth and demand is met with major investment in transport infrastructure

Service innovations and technological solutions to transport problems

Better public transport access to London's airports

Accurate, live and relevant information at all points of a journey

Better instant communication with passengers via social media and digital platforms

Accessible, non-technological forms of communication are always available

Clarity of communication during times of disruption

Further devolution of rail services to the Mayor and TfL

A 'One Team' approach at all major transport interchanges

A transport industry which works together, providing an integrated network

Direct input and representation from transport users