

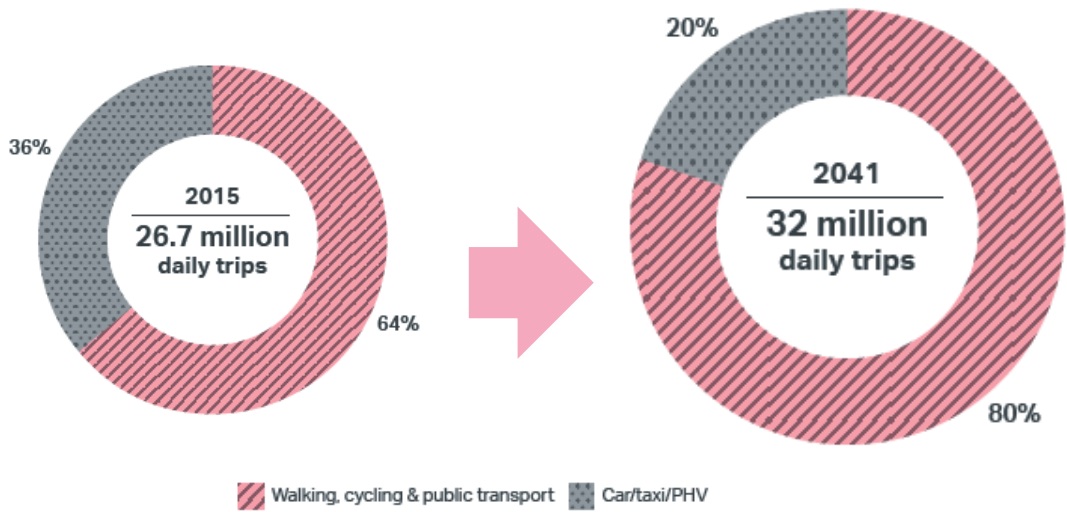
Victim Support: London's Vision Zero Approach

Naomi Baster
Transport for London

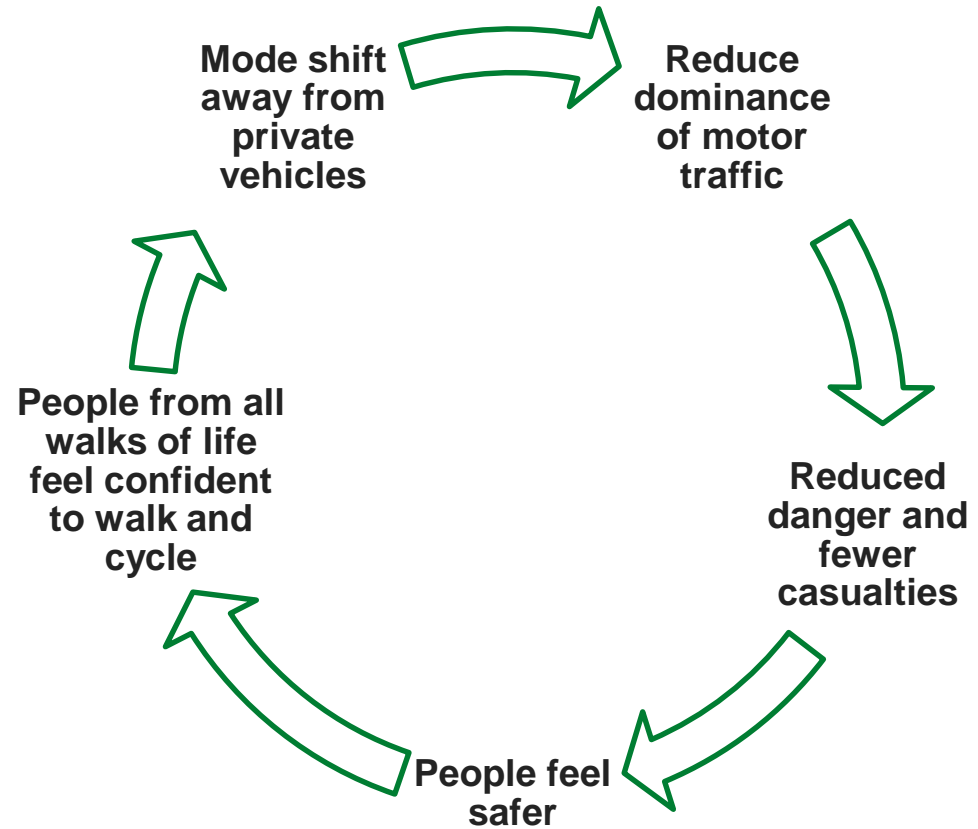
21 June 2019



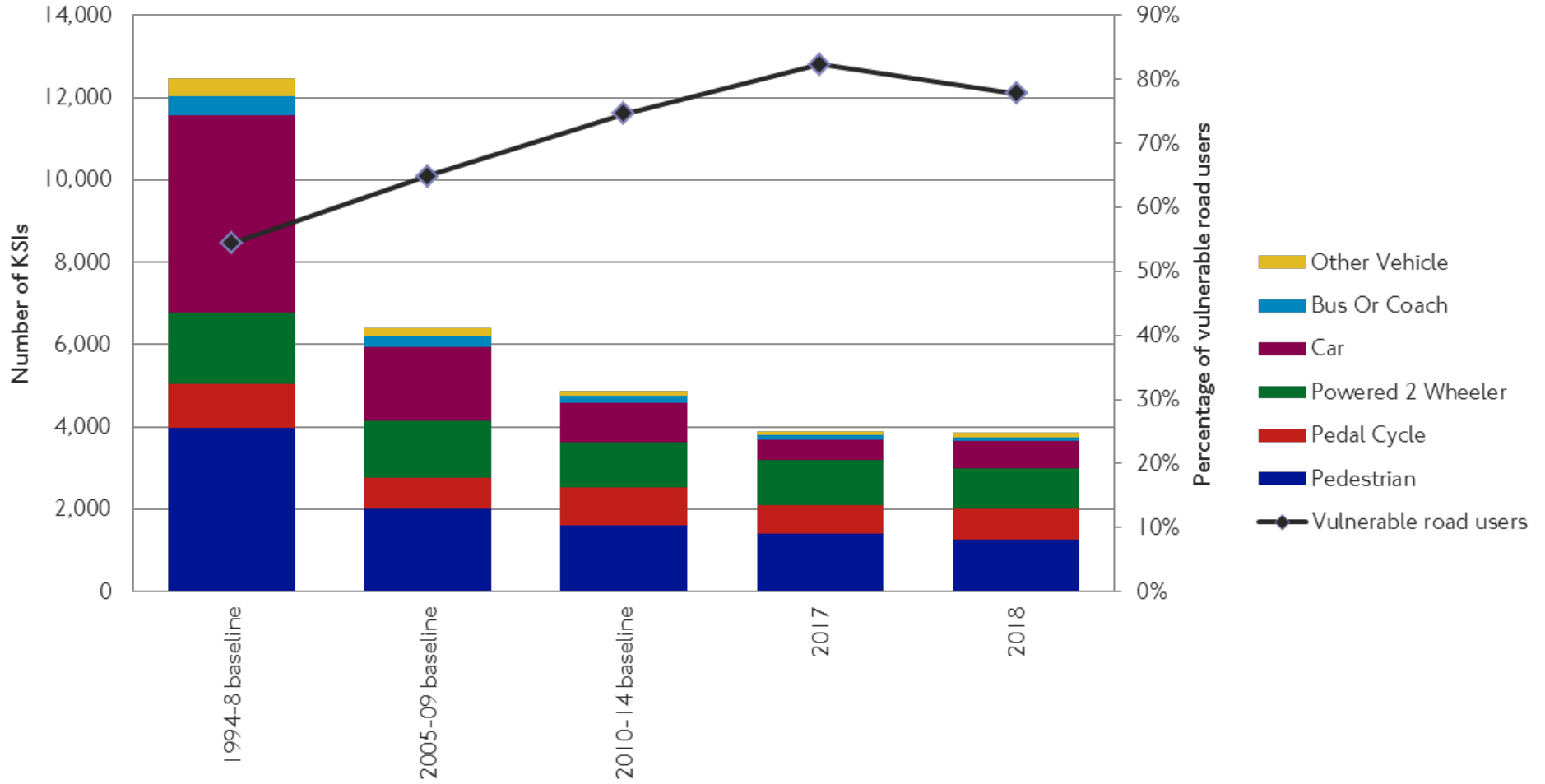
The Mayor's Transport Strategy sets out the ambition for London



Vision Zero is part of our Healthy Streets approach to encourage active travel and public transport use



Vision Zero – The Challenge



Vision Zero – The Challenge

Short term:

65% reduction in KSIs by **2022** against the 2005-09 baseline

Medium term:

70% reduction in KSIs by **2030** against the new 2010-14 baseline

Long term:
Zero KSIs by 2041

Bus casualty targets:

1.70% reduction in KSIs in, or by, **buses** by **2022** against 2005-09 baseline

2.No one killed in, or by, a **bus** by 2030



The Vision Zero Action Plan

A fundamental conviction that **loss of life and serious injuries** are **not acceptable nor inevitable**

Requires **reducing the dominance of motor vehicles** and the targeting of **road danger at source**

Ensuring **road danger reduction** is a **common priority** central to all transport schemes

The Plan follows the **Safe System** approach:

People make mistakes, so the system needs to accommodate human error and ensure impact energy levels are not sufficient to cause fatal or serious injury. The plan contains actions to deliver:



Safe Speeds



Safe Streets



Safe Vehicles



Safe Behaviours

Post-collision learning and criminal justice



1) Safe speeds



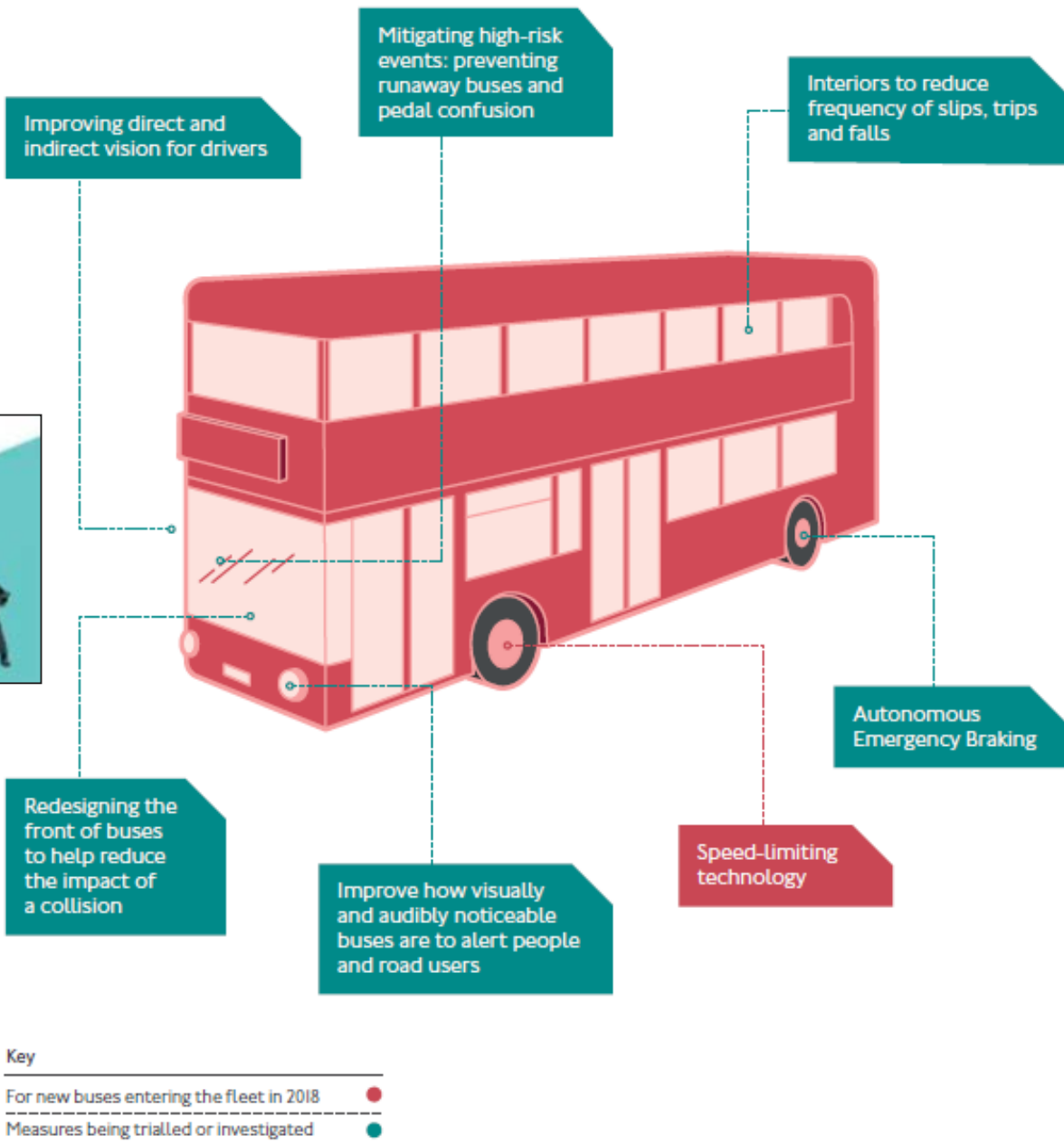
■ Results in a fatality ■ Person survives the collision



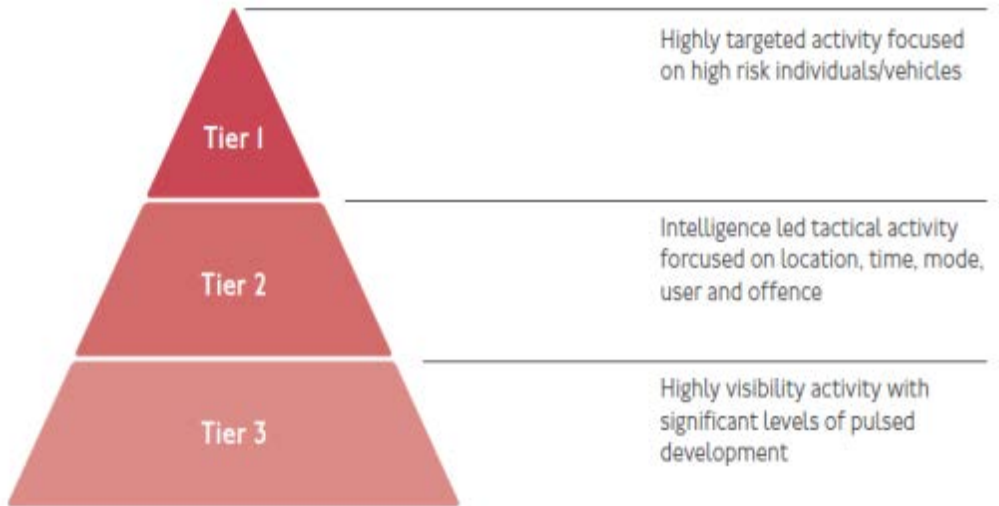
2) Safe streets



3) Safe vehicles



4) Safe behaviours



5) Post-collision learning and criminal justice



Mayoral meeting at City Hall



Four key themes of issues identified by victims



Victims are not consistently directed to available support



Not all victims are covered by existing support, or experience differing levels in quality of support



Treatment of victims throughout post-incident processes can be de-humanising



Longer term learning from experiences and ongoing communication with victims



In response to these, TfL is exploring:

How we can help signpost victims to available support

Where treatment of victims could be better, and how this could be delivered

Where the gaps in support currently sit, and how those could be filled

How we can capture victims' experiences to inform improvements

How we can keep victims updated of changes to relevant policy/infrastructure



Thank you

NaomiBaster@tfl.gov.uk

