

## *Item 10 - Appendix A*

### Introduction

Good morning, I'd like to start by thanking you for inviting me to speak today. Your tireless commitment to customers is vitally important to the travelling experience in London, and it is much appreciated even if it doesn't seem like that all of the time. As is your role in holding us to account.

As you know, we are at an incredibly important moment for the country and London. Despite the uncertainty about what leaving the EU might mean for London, our city's population remains forecast to grow to 10.5 million by the 2040s.

If that growth is to be sustainable, and if London is to continue to thrive and to support the economic stability of the country, we need it to be an attractive city, a liveable city – one without toxic air, that is safe, healthy, green and accessible. That aim is central to the Mayor's Transport Strategy and to our work to deliver it.

### Elizabeth Line

Before I say more about it, I wanted to say a few words about the Elizabeth line. The news from Crossrail Ltd. that the central section is delayed is extremely frustrating.

The Mayor and the DfT have commissioned independent reviews of the governance, schedule and cost forecasts.

We are continuing to work with Crossrail Ltd. and the Department for Transport to establish the revised and robust schedule for delivery so that we can open a safe and reliable railway as soon as possible.

We will make no commitment about new delivery dates until we are absolutely satisfied that we have realistic and deliverable dates about the schedule.

### Transport investment and economic growth

We cannot, of course, afford any complacency about London's transport infrastructure. We require a continued programme of steady and sustained investment to ensure transport can continue to support the jobs, homes and economic growth the city needs. This is sometimes lost in the febrile north vs south language of some of our politics. I know I can rely on all of you to join in warning of complacency here.

Of course, transport is not an end in itself. We get people to work, hospital and school. We unlock areas for development to create new jobs and desperately

needed housing. We help support productivity and economic growth, to the benefit of the entire country.

Good progress has been made on constructing the extension of the Northern line, which will support the regeneration of a vast swathe of London around Battersea and Nine Elms. The Northern Line Extension will support close to 25,000 new jobs and 20,000 new homes.

Our investment of over £300m in 54 British-built London Overground trains will not only create a better, more reliable commuter rail system, but is also supporting hundreds of jobs in the Midlands and economic growth in London in the areas served by the railway.

The new trains and signalling being installed on the Circle, District, Hammersmith and City and Metropolitan lines, replacing kit built many decades ago, will mean fewer delays and faster journeys for millions of people, supporting greater productivity.

The modernisation of the 'Deep Tube' lines, starting with the Piccadilly line will add 60 per cent capacity to the network.

Looking to the future, projects like the Silvertown tunnel, Barking Riverside extension and the Canary Wharf to Rotherhithe crossing will connect communities and drive growth, supporting much needed new homes in major growth areas in the east of the city.

But all of this relies on steady and sustained capital investment from Government.

### Bank Station upgrade

You have asked me to talk about some specific elements of our work.

Work continues apace at Bank Station. Tunnelling is now eighty per cent complete and waterproofing has commenced, ahead of schedule. As you know, the capacity upgrade will provide a step change in the station's accessibility, with the Waterloo & City line becoming step free at the end of the year, and step free access to the Northern and DLR lines following by the end of the project in 2022.

Earlier this summer, we completed a feasibility study for providing step-free access to the Central line at Bank, an overview of which I know colleagues shared with you. The study showed that we should seek to deliver this as a separate, larger scale project to re-model the entire Central line ticket hall at Bank, rather than trying to add this into the current project. Unfortunately, the additional costs and consent requirements associated with the project make it unfeasible to deliver as part of the

current schedule of works. The scheme has been added to the Bank Masterplan and will be assessed in future step free discussions.

### Improving accessibility at stations

However, right across the network, accessibility improvements are being made, and moving around London is becoming easier for all.

We continue to make progress with London Underground's largest ever programme of accessibility investment - £200m - that will deliver an additional 30 step free stations by 2022.

We have completed major step-free projects at Tower Hill, Vauxhall, Tottenham Court Road and Bond Street. At Victoria there is now step-free access to the Victoria line using the Cardinal Place entrance, with step-free access to all lines opening shortly. Work is also progressing at Finsbury Park.

In outer London, Buckhurst Hill was the first station to benefit from the £200m scheme. By the end of the year, Newbury Park will become the 76th step free London Underground station.

There are seven further stations to announce and work continues to identify suitable locations. The final seven will be announced by the end of this year.

Once open, the Elizabeth Line will add a further 41 step free stations to the network.

So by 2022, 40 per cent of the Underground network will be fully accessible. A major step in the right direction, however we still have work to do. I have already asked my team to begin looking to the future and identifying the key criteria that should inform our next wave of investment.

We are preparing our final submission to the Department for Transport's £300m Access for All programme. Our proposal will include 20 rail stations across London, including Overground and National Rail stations, which we believe are viable for upgrading to step free. We would welcome any support you'd be able to offer: as a national £300m pot, it is vital we make the strongest and most well supported case possible to the DfT.

### Improving commuter rail services

We also have ambitions to improve the customer experience on parts of the suburban rail network. People don't care if they're getting on a Southern, Southeastern or Central line train; they just want an integrated, reliable and safe service.

The commuter routes in and out of London have been underperforming for years and the service offered to customers simply isn't good enough. The TfL franchise model has been proven to put every the passenger first.

We have a track record of improving commuter rail services by increasing the reliability, frequency and accessibility, ensuring that fares are affordable for all and integrating services into the existing transport network to make travelling around London a seamless experience.

Your support will be crucial at this time - when franchises are about to be remapped - to persuade Ministers to make the right choice that ensures that all London rail passengers can benefit from the level of service enjoyed by London Overground passengers.

We are looking to reignite a campaign on this in coming months, prioritising three routes:

The transfer of Southern Metro services out of London Bridge and London Victoria. There is widespread customer, cross-party political and stakeholder support for the proposals.

On Thameslink Great Northern (TSGN), the Department for Transport is due to embark on a remapping exercise of the franchise shortly. It will be essential for us to be involved in that work from the outset, to ensure we can build a comprehensive business case for Southern Metro devolution proposals.

We need the Secretary of State to direct Govia Thameslink Railway to share relevant Great Northern data with us to begin work for the transfer of Great Northern metro services out of Moorgate. The Secretary of State offered last year to devolve these services to us, but there has been no movement on this since, meaning we are unable to begin the necessary preparation work if we are to take over running these services in 2021. Such information was shared with us prior to the Greater Anglia transfer.

I ask for your continued support for these proposals. To improve the customer experience on commuter rail lines we need to make the case to the Government at every opportunity.

#### Central London Bus Consultation

While looking to the future we must make sure we are making the most of our existing assets. The Mayor's Transport Strategy sets out our aim for 80 per cent of

journeys to be made by public transport, walking or cycling by 2041. If we are to achieve this we need a flexible bus network.

A key pillar of this is our proposals to reshape the central London bus network. It marks the first step in delivering London's first major modernisation of the bus network in more than 16 years.

Some bus routes can be inefficient, unreliable, or overly complex. The oversupply of buses not only impacts on bus reliability and journey times, but also plays a role in adding to London's problems of congestion and poor air quality.

We now need to take action to reshape our services to deliver an efficient, modern, simple network, with buses in the right places at the right times. Through our consultation we are proposing changes to thirty three routes across central London.

If we are serious about improving London's air quality and achieving mode shift we must improve journey times and convenience in outer London as a priority. The re-designation of these routes will help to deliver much needed capacity in outer London, where the reliance on private cars is most pronounced.

London TravelWatch was the first stakeholder we engaged on this, and I know you have had in depth discussions with Gareth Powell and Geoff Hobbs. I'd like to thank you for your honest feedback so far and look forward to seeing your final response. We are particularly keen to reach older and disabled people, as buses are the most accessible part of our network. We would welcome your suggestions to help increase the consultation's visibility with our customers.

I would also like to extend my thanks to you for running the recent London Overground Consultation. The level of engagement with the proposals is welcome and I look forward to discussing the outcomes with Arriva and my colleagues.

### Conclusion

I would like to thank you again for inviting me. Now, more than ever, London's travelling public needs the strong, independent voice of London TravelWatch to argue for steady and sustained investment so that we can continue to make the improvements that support our city's economic growth and make life in the capital better.

Thank you for your time and I will now take questions.