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**Secretariat memorandum**

Author : Carmel Cannon

Agenda item 5  
LTW 319  
Drafted 23.9.09

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**Matters arising**

**1 Purpose of report**

- 1.1 To record responses to or further information received on matters arising from previous meetings.

**2 Information**

- 2.1. The current position is set out in the accompanying table (Annex A). Updates for inclusion in this report are invited 5 working days in advance of the meeting, in writing to the Committee Services team, rather than in person at the meeting.

Details of completed items are as follows :

- 2.2. TfL information line Christmas opening hours (30.6.09, min 5i, and 10.2.09, min 411)

The Board requested secretariat to return this matter to TfL for further consideration, as it did not accept TfL's original response (March 09), nor the follow-up in June. London TravelWatch had sent a formal request that the line be open at least later on Christmas Eve and earlier on Boxing Day, if not throughout the period, so that passengers may plan for travel in advance.

In addition to this, the Board wished it to be made clear to TfL that that advice lines were more likely to be used by those without internet access, and that for this reason alone the information line should be open throughout the Christmas period. It was agreed that this matter would be brought back to TfL for further consideration. On 21 August, TfL responded to this as follows :

“I would like to come back to the point made in the third paragraph of my initial response [to the Board's request]:

“Londoners have a number of means at their disposal to plan a journey. TfL's Journey Planner and mobile travel services are available and promoted to callers for the two weeks surrounding the holiday period. We are investing heavily in this area to deliver more interactive services on-line. In addition to these facilities there a blanket campaign in the media, posters at stations and comprehensive travel advice leaflets readily available.

“TfL uses a number of channels in addition to the internet to communicate travel information over the Christmas period. Those who do not have access to the internet still have a number of formats available to them when planning a journey at this time. There is a large volume of printed information available to customers when they use the transport network prior to Christmas Day in the form of posters and leaflets. This is supplemented by public information in publications such as the Metro, the Evening Standard and the free newspapers distributed in the evening.

On Christmas Day, customers calling the travel information line are able to receive comprehensive recorded travel information, covering closures taking place between Christmas and the New Year.

“It is of paramount importance to TfL that the travel information needs of all sectors of society are catered for over the festive period but TfL believes the current arrangements meet TfL’s obligations to Londoners.

“If the London TravelWatch Board has any further comments, please do not hesitate to get in touch.”

### 2.3. Road travel news navigation on TfL website (30.6.09, min 8ii)

At the meeting TfL was asked to investigate the navigation of the TfL website toward road travel news and ensure it is clearly signed under ‘road users’. On 15 July 2009, TfL wrote:

“My apologies for the delay in getting back to you on the points you raised regarding road user information on the website. I’m in discussion with my New Media and Marketing colleagues to understand if there is more we can do to improve access and linkages. In the meantime, I wanted to alert you to two recent changes that I hope you find useful.

“1) We have looked to make improvements to the way we present traffic information. Please go to:

<http://www.tfl.gov.uk/tfl/livetravelnews/realtime/road/default.aspx>

“The key improvements have been:

- Highlight those events that are currently causing the most disruption (as defined “serious” and “severe” by the LTCC), by defaulting the home map view to show only serious events, with the user having to click to select “moderate” events.
- De-clutter the map by allowing users to actively select to view the cameras.
- Improve the date search facility.
- Add the variable message sign data feed.
- Enlarge the map view (users can now choose for it to fill the web template).
- The information box is improved and now contains all the key data recorded in the LTCC.
- Additionally, there is a feature that shows the events in text and enables you to click on the list to locate a specific event of interest.

“2) We have completed changes to the system called Londonworks which holds information on road works taking place across the Capital. It can now be used by the public to find details of:

- Current and planned road works

- How long the road works will last
- The owner of the road works (e.g. Thames Water) so that you can contact them direct with any questions or concerns

“Please go to: <http://www.tfl.gov.uk/roadusers/reportastreetfault/934.aspx> to link to the application.

In response to a further query about how these services would be promoted, TfL responded on 21 July:

“To help promote the road works reporting function, the hourly rotation of the top line road works promotional banner continues on the website. We have also added a promotional banner to the automatic acknowledgements to customers who email into Surface Transport as follows:

“The Mayor wants you to report roadwork issues and other street faults in support of the Streetworks Code of Conduct to help cut congestion. To report these issues, please visit <http://www.tfl.gov.uk/roadusers/reportastreetfault/934.aspx>

“We are currently improving the existing online streets fault reporting facility. Once this is complete, we intend to provide further publicity / press release to promote both facilities. Not sure if anything is planned at this stage in the context of the revised presentation of traffic information – [TfL will come back on this].

“I’ve had a response back from New Media colleagues. Your request was sent through the usual channels and a reply prepared. I hope you have already received it. I’ve copied it below, just in case.

#### **“1. Location of Road Safety report**

The enquiry seems to relate to the press notice at <http://www.tfl.gov.uk/corporate/media/newscentre/archive/11793.aspx> where in the 'Notes to Editors' the website location of <http://www.tfl.gov.uk> is given for further information. We recognise in this case it would have been more helpful to have a link to the Road Safety publications at <http://www.tfl.gov.uk/corporate/projectsandschemes/roadsandpublicspaces/2840.aspx> and we have updated the online version of the press release accordingly.

#### **“2. Road Traffic News**

The enquiry suggests that finding live traffic information on the website is difficult and that the information is buried in a deep part of the site. However the primary 'Live Traffic News' service is readily accessible in two clicks from the homepage of tfl.gov.uk - Users should select 'Live Travel News' from the top of the screen and choose the 'Roads' tab. The user ends up at <http://www.tfl.gov.uk/trafficnews> and can view an interactive Google map showing all the traffic affecting incidents known to us. We take customers to the Tube live travel news first as this is where the vast majority wish to go. Information for other modes is very easy to access with a single click from there.

“The page referred to at <http://trafficalerts.tfl.gov.uk/microsite/> which is reached from the 'Business and Partners' area is intended for a professional driver audience, which explains its position in the site structure.

- 2.4. To amend and forward London TravelWatch's Response to Mayor's Transport Statement of Intent document as advised in this meeting (30.6.09, minute 9i)

On 13 July the Streets and Surface Transport Officer wrote to the Mayor detailing London TravelWatch's response to the Mayor's statement of intent. The letter is reproduced in full at Annex B.

### **3 Forthcoming Publications**

- 3.1. This section lists forthcoming publications from London TravelWatch with approximate publication date. An historical list is available on the website.

<u>Title</u>	<u>Publication date</u>
Whose Station Are You?	January 2010

### **4 Equalities and inclusion implications**

- 4.1. None – report is for information only.

### **5 Financial implications**

- 5.1. None – report is for information only.

### **6 Legal powers**

- 6.1. Section 248 of the Greater London Authority Act 1999 places upon London TravelWatch (as the London Transport Users Committee) a duty to consider - and where it appears to the Committee to be desirable, to make recommendations with respect to - any matter affecting the functions of the Greater London Authority or Transport for London which relate to transport (other than of freight). Section 252A of the same Act (as amended by Schedule 6 of the Railways Act 2005) places a similar duty upon the Committee to keep under review matters affecting the interests of the public in relation to railway passenger and station services provided wholly or partly within the London railway area, and to make representations about them to such persons as it thinks appropriate.

### **7 Recommendations**

- 7.1. That the report is received for information.

## LTW 319 Annex A : Matters arising from previous London TravelWatch meetings

Key : Completed items are marked **Complete** All other items are ongoing.

### Complete table of matters arising

Date	Minute	Action	Action owner	London TravelWatch owner	Status
10.2.09	417	To liaise with TfL on incorporation of TOCs' Christmas services information with TfL's seasonal information booklet.	Committee Services	TfL	In progress
15.3.09	432	To obtain SERCO Docklands' detailed figures regarding Community Ambassadors' scheme	Committee Services	London TravelWatch	Chased 7.5.09 and 24.6.09 – passed to TfL for follow-up Sept 09
19.5.09	8	To persuade TfL to look seriously at travel requirements for ethnic and religious groups; to consider providing services, perhaps on a trial basis, and to look at other situations where there are other ethnic and religious minorities which may need specific services	Research and Development Team		
30.6.09	5	i TfL Christmas info line opening hours : respond as advised by the Board to TfL's 24 June in Matters Arising report LTW 312 ii add glossaries to reports as necessary.	Committee Services	TfL	i <b>Complete</b> – see para 2.2 ii <b>Complete</b>
30.6.09	6	To confirm with the Committee Administrator whether they want to continue to receive email copies of the London Bus Service Permit Bulletin.	Members		
30.6.09	7	To change some dates and to circulate the final document as soon as possible.	Chief Executive		<b>Completed 28.7.09</b>

Date	Minute	Action	Action owner	London TravelWatch owner	Status
30.6.09	8	<ul style="list-style-type: none"> <li>i To provide further details of the exact timeline of the Smoothing the Traffic project to involve local councils within four weeks of this meeting.</li> <li>ii To investigate navigation of the TfL website toward road travel news and ensure it is clearly signed under 'road users'.</li> </ul>	TfL	Committee Services	<ul style="list-style-type: none"> <li>i This is still to be decided; TfL has committed to inform us as soon as there are developments</li> <li>ii <b>Complete</b> – see see para 2.3</li> </ul>
30.6.09	9	<ul style="list-style-type: none"> <li>i To amend and forward London TravelWatch's Response to Mayor's Transport Statement of Intent document as advised in this meeting (see minute for details)</li> </ul>		Director, Research and Development	<b>Completed 13.7.09</b> see appendix B below

## Matters Arising LTW319 : Annex B

13 July 2009

Boris Johnson  
Mayor of London  
(MTS Statement of Intent)  
Greater London Authority  
City Hall  
More London  
The Queen's Walk  
LONDON SE1 2AA

Dear Mr Mayor,

Mayor's Transport Strategy, Statement of Intent

Thank you for the opportunity to comment on your Mayor's Transport Strategy, Statement of Intent document. In compiling this response we have applied the following principles:-

1. That transport is a means to an end. As a consumer body we know that what is important to Londoners is to get from A to B quickly and reliably whatever mode they choose to use.
2. That all policies should be evidence based.
3. That the needs of all sections of the community are considered and respected.
4. That there is an appropriate consideration of value for money for both the taxpayer and transport user.

We have been guided in our comments by the priorities set out in our pre-election document entitled 'Manifesto for the new Mayoral term 2008 – 2012'. In that document we identified the transport challenges for any incoming Mayor. These we listed as follows:

### 1. Frequent, comprehensive and reliable public transport

London is a 24 hour city and needs transport services to match. We want to see the National Railways in London operating at the same high standards as the Underground. We want to see further expansion of the bus network, particularly in outer London and across the GLA border into the home counties. The bus services need to match travellers transport objectives.

### 2. A transport network accessible to all

Improvements in accessibility with step-free access, lifts etc will not only improve the lives of the less mobile, but also enhance everyone's travelling experience for example those encumbered by luggage or escorting children.

We recognise the complexity and costs associated with improving access to the railway and underground, but believe a truly accessible bus service should be a short term objective of the mayor. Work to make all London's bus stops accessible is funded but there must be the political will to implement bus stop clearways to allow buses to get the kerb.

### 3. A fair deal for travellers on fares

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Public transport must be attractively priced, with tickets that can be used on all forms of public transport. More places are needed, particularly in outer London, at which passengers can buy or top up their Oyster card.

### **4. Health services that everyone can reach**

Huge changes are being planned for London's hospitals, clinics and other health facilities. Not enough attention has been paid to how patients and visitors will be able to travel to and from new sites. The Mayor's Transport Strategy must ensure that changes in health service provision take account of the transport issues and that ease of access from the catchment area of hospitals etc. is a key consideration.

### **5. Room to breathe (reducing overcrowding on public transport)**

Public transport is for people, They are entitled to travel in civilised conditions. In many places overcrowding is getting worse. Longer and more frequent trains, more spacious stations and new lines are needed to relieve the pressure on Underground and rail users. Buses must run as frequent as necessary. We have supported the introduction of high capacity articulated vehicles to mitigate the impact of additional vehicles, to increase journey speed and provide value for money.

### **6. Priority for buses (on the road network)**

Buses must be given the priority they need to run reliable services on London's busy roads. They must be protected from traffic congestion, with extra effort made at times and in places where this is getting worse – such as in outer London and on Sundays too. Highway authorities have a duty to ensure that parking controls, bus lanes and other forms of traffic management are enforced consistently to ensure that buses and their passengers are not delayed.

### **7. Transport systems that respect the environment**

Walking, cycling and all forms of public transport are efficient in their use of energy and of space. They help to keep down pollution, as well as the greenhouse gasses that contribute to global warming. The Mayor's Transport Strategy should be designed to encourage travel in ways which minimise any adverse effects on the environment.

### **8. Travelling with confidence (reducing the fear of crime and anti-social behaviour)**

Success in reducing crime on the transport systems must be matched by continuing efforts to reduce the fear of crime and anti-social conduct. This requires proper levels of staffing and supervision as well as good lighting clean and cared for vehicles, stops and stations, and technology such as help points and CCTV. We are all entitled to expect good behaviour and consideration from our fellow travellers, and they are entitled to expect it from us.

### **9. Walking with pleasure**

Walking is good for everyone's health. London's streets can and should be more pedestrian friendly. This requires good upkeep of footways, removal of pavement clutter such as guard railing, and fresh thinking about the design of crossings. Signs and other information devices must be accurate, consistent and easy to understand.



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### 10. A road network that is fit for purpose

The mayor must ensure that roads, traffic signs and signals are kept in good repair, road works are completed quickly and that the successful efforts to reduce road casualties are not relaxed. Congestion charging has proved that it has a useful part to play in areas and at times when pressures on scarce road capacity is greatest.

Turning to the questions asked in your paper:-

#### Question 1

Referring to chapters one and two, are there any other transport challenges facing London that the MTS should address?

Chapters one and two cover many of the transport challenges faced by London and Londoners as outlined in our transport manifesto detailed above.

However, in responding to the transport challenges London and Londoners face there are choices to be made and conflicting demands to be resolved. The Mayor's Transport Strategy needs to recognise this and indicate how this may be done.

It is clear that that the transport networks in London are mature. There will be some, additional rail capacity: Crossrail, the Thameslink programme, the North London Line upgrades and the new East London Line, but little new road capacity. The Mayor's Transport Strategy needs to acknowledge this and indicate how best use is to be made of the existing rail and road networks.

There have been improvements to interchange over the last few years, however, there are many interchanges that could and should be improved, such as improved street level interchange between rail services at West Hampstead, for example or improved signing schemes at complex interchanges such as Stratford. We would like to see better management of stations that serve both Underground and National Rail services and more interchanges with public conveniences. Access to interchange from the street is important. We want to see step-free access, cycle parking provision leading demand and well sited. Interchange also occurs from bus to bus in town centres this should be recognised with a view to improvement if necessary.

On the rail network this may mean some additional infrastructure. We are pleased to see the innovative ideas in paragraph 186 describing how outer London towns may be better connected by rail (chordal and orbital links). We would welcome further discussion with your officers on some of the small rail schemes we have previously proposed.

Almost all of London's National Rail system is electrified giving benefits of extra capacity, reduced local pollution, more reliable running and a better passenger environment. London TravelWatch would wish to see all of London's National Rail Network electrified, and also those routes outside London that are used by services that run to and from London.

On the road network, consideration needs to be given to additional capacity to relieve local congestion, however this will be very much on the margin. The main challenge is how to reallocate the existing road space to the more sustainable modes – tram, bus, cycle walk and to manage demand for road space by pricing. Your guiding principle, respecting choice, is admirable, but on a road network with finite capacity it may be necessary to do more than encourage and persuade. We know from the review of the DfT's sustainable travel

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demonstration towns that behaviour can be changed by 'soft' measures, but also it is necessary to lock-in the benefits because released road capacity will simply fill up again by others choosing to travel on any less congested roads.

Implementing bus priority it is vital. To this end TfL and the London boroughs must work together to implement whole route bus priority schemes such as the 3G bus priority programme that TfL has developed. It is of concern that the role of bus priority is not more clearly articulated in the Statement of Intent as this is an important challenge for all of London's highway authorities. This needs to be clearly stated in the Mayor's Transport Strategy.

Congestion charging in central London has been a big success. It has reduced congestion in the central area leading to improved bus performance and more cycling. Central London is now a more pleasant environment in which to walk. Congestion charging has meant improved journey times for essential private vehicles. It has delivered funds to improve bus services into the central area. A key challenge for the Mayor's Transport Strategy should be to advocate for the extension of road pricing in London. Not simply extensions of the existing scheme, but a second generation, smarter, pricing scheme that can be more flexible than the existing central London scheme.

Value for money is important, particularly given the need for i) additional transport capacity across London; ii) the present external financial constraints that may well continue for some years; iii) the likely additional costs of Underground improvements assumed under PPP iv) the cost of reverting to double-deck buses from articulated buses and iv) the 'new London bus' proposals. We believe that some of the costs in the bus services budget could be reduced by the implementation of bus priority - there is much to be saved by reducing the time spent by buses idling on London's congested streets.

Particularly in these difficult and changing economic circumstances the strategy should set out the funds available for travel and transport and who pays for travel and transport in London. There is clearly a balance between the farepayer, the London taxpayer and the national taxpayer. It would be helpful to understand the broad principles that are assumed in the Strategy. Members have suggested that a land or property tax may be appropriate and we would welcome consideration of this.

Finally, London's health services are undergoing some fundamental changes. It is proposed that some services are devolved to a more local setting (polyclinics) and some services to specialist centres (Trauma and Stroke review). This will mean significant changes to journeys to health services. Both the health services and transport services should engage with each other in this period of change in order that these facilities are both located in more accessible locations and are served better by transport services. It is said that trips to health services generate 5% of journeys in London. We therefore believe the transport issues associated with the restructuring of the health service should be identified in the Mayor's Transport Strategy as a major challenge.

### Question 2

Referring to chapter three, the MTS Statement of Intent proposes adopting a spatial approach similar to that set out by the DfT's Delivering a Sustainable Transport System (see Figure 1 [describes a hierarchy of transport networks]). Does anything need to be added or improved to ensure this approach fully complements the national strategy while meeting London's needs?

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We have contributed to the Outer London Commissions' Initial questions consultation. Our concern is that outer London's town centres are presently congested. As described above there is little scope for additional road capacity, indeed additional capacity may have the unintended consequence of deterring the slow modes, cycling and walking.

Therefore, if a revised London Plan sought to direct housing and employment growth to outer London town centres we would want to be assured that there is sufficient capacity planned on the public transport networks to support that growth and that public transport operates reliably. We know that fixed public transport links (train, underground, tram) are viewed more favourably by stakeholders, but that the quantum of new development required to justify them is less welcome. Our view is that appropriate modes should be selected on the basis of projected passenger loading.

Land use is important in changing transport decisions over the long term and may reduce the need to travel, however as important is urban design. Development designed around the private car will inevitably lead to many private car journeys, whereas development designed around cycling, walking and the bus will promote these modes.

### Question 3

Referring to chapter three, the MTS will be implemented in partnership with boroughs and other stakeholders through London Regional Transport Plans and LIPs. With this in mind, how should the MTS ensure consistent outcomes and progress across London?

Transport users do not recognise governmental or any other boundaries. They want a consistent level of service across London. It is important that the Mayor's Transport Strategy sets out clear and consistent policies that will improve transport in London and both advocates for these policies and sets priorities. It is important that the borough LIPs are consistent with the Mayor's Transport Strategy and funding supports the transport strategy priorities. This is particularly important in promoting bus priority where there is most benefit from whole route priority across the different borough / highway authority borders and where there are many local political difficulties in reallocating road space from its present use. It is vital that TfL, as the strategic transport authority, takes a pro-active role in promoting a strategic approach from the London Boroughs.

### Question 4

Referring to chapter four, what is the right balance between the three broad policy approaches: changing land use assumptions, managing demand and providing further transport capacity?

What role can new technologies play in tackling London's transport challenges?

a. For land use assumptions, your views would be welcomed on the following:

- What transport interventions are required to support economic development focused on 'strategic Outer London development centres'?
- What transport interventions are required to support more growth in Outer London generally?
- If there were to be a greater focus on economic development in Outer London, what additional transport interventions would still be required to maintain central London's economic vitality?

b. For managing demand, your views would be welcomed on the following:

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- What is the role of pricing (eg targeted local road pricing or London-wide road pricing) to help manage demand?
- Would your view of pricing change if there was more economic development in Outer London where car usage is higher and public transport less pervasive?

c. For providing further transport capacity and connectivity your views be welcomed on the following:

- Where is additional transport capacity and connectivity most needed, in the context of proposals to alter land user assumptions and manage demand?

d. For using new technologies your views would be welcomed on the following:

- What role can be played by new technologies, for example electric vehicles, in tackling challenges such as climate change, air quality and noise?
- What steps should be taken to support their development and use?

In those parts of London that are congested there will need to be a mix of the three policies proposed - land use change, managing demand and additional capacity. However, change to land use is clearly a very long term intervention and so whilst we welcome this it will have limited impact for many years.

Providing additional capacity on the rail network is welcomed. London TravelWatch has long made the case for smaller scale infrastructure improvements<sup>1</sup> such as the East London Line extension, the Croyley Link, new platforms at Brockley, Brixton and Willesden Junction, new stations at Tufnell Park on the Barking to Gospel Oak Line, Lea Bridge and Ruckolt Road on the Stratford to Tottenham Hale line.

However, increasing capacity on the road network is more problematical due to the phenomena of induced traffic, which may also, as an unintended consequence deter use of the sustainable modes, bus, cycle and walk. Therefore it will be necessary to plan for greater use of road pricing either London wide, as additional discreet zones to the central area zone or as zones around London's congested town centres.

We welcome new technology, particularly improvements to the provision of information so that journeys can be planned more easily and passengers alerted to disruption. Oyster has proved a great success and we particularly look forward to its use across the rail network in London. Perhaps the greatest opportunity for new technology is in creating a more sophisticated road pricing regime. The crude system used in central London is effective, but is rightly criticised as being a blunt instrument. New technology could be used to price road use by price of day and location.

Although tangential to our remit we are keen to see improvements to London's air quality as this will in turn improve the pedestrian environment. New technology, electric, hybrid and hydrogen fuel cell powered vehicles have a role in this by reducing the volume of local emissions, but considerations of 'future proofing' any proposals are important – providing infrastructure for an electric car future could be poor value for money if hydrogen cell technology proves to be the future means of propulsion.

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1.1.1.1.1 <sup>1</sup> Small is Beautiful – medium term rail improvements for the London area

A consultation paper by the London Transport Users Committee, March 2004

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### Question 5

In chapter four, two broad land use transport options are identified:

- Option 1 prioritises focused economic development in central London, with more emphasis on radial transport capacity and connectivity improvements into central London and transport improvements within central London itself;
- Option 2 prioritises a more dispersed growth scenario, with more radial transport capacity and connectivity improvements into potential 'strategic Outer London development centres' and other metropolitan town centres;

Any final decision about which option is taken forward will be strongly influenced by economic viability. With this proviso, what are your views on the two broad options given the transport and economic challenges London faces?

London TravelWatch has no view on which spatial planning model is taken forward. There may well be benefits to a polycentric model. Our main concern is that sufficient public transport capacity is available so that passengers may have a reasonable travelling experience which accord with our transport manifesto principles highlighted above.

### Question 6

Referring to chapter four:

a) To support economic development and population growth a number of broad policies have been outlined to improve London's national and international links, capacity and efficiency London-wide, radial links into central London and 'strategic Outer London development centres' and orbital connectivity. What are the policy priorities?

Are there any other policies that should be included in the MTS under the economy theme?

b) To enhance quality of life a number of broad policies have been outlined to improve journey experience, the built and natural environment, air quality, reduce noise impacts and improve health. What are the policy priorities? Are there any other policies that should be included in the MTS under the quality of life theme?

c) To improve safety and security a number of broad policies have been outlined to reduce crime, the fear of crime and antisocial behaviour, and to improve road safety and public transport safety. What are the policy priorities? Are there any other policies that should be included in the MTS under the safety and security theme?

d) To improve transport opportunities for all a number of broad policies have been outlined to increase accessibility, support regeneration and enhance access to opportunities and services. What are the policy priorities? Are there any other policies that should be included in the MTS under the transport opportunities for all theme?

e) To tackle climate change a number of broad policies have been outlined. What are the policy priorities? Are there any other policies that should be included in the MTS under the climate change theme?

a) We have been generally supportive of additional high speed services connecting London to the north, but we have to be convinced that any new services would not impact adversely on existing local services, nor push out investment on higher priority proposals.

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b) Many of the policy priorities are set out in the statement, however we do think that the vital role of the bus and implementing bus priority should be articulated more clearly and given more emphasis.

c) We have nothing to add.

d) London is now well placed in terms of accessible buses. London has a great network of bus services and every bus in London is low floored and has a space for wheelchairs. This is an important achievement as buses will continue, for many years, to be the only form of public transport in London that can be accessible to almost all – the Underground and National Rail will take much longer, some stations may never be accessible.

We would like to see more emphasis on the role of the bus as the only universally accessible transport available for all and particularly the need to ensure that bus stops are also made accessible in a short time scale.

There is much reliance on Dial-a-ride and subsidised taxi services for disabled and elderly travellers. However, both these are relatively poor services and have been for many years. If all Londoners are to share in access to services and opportunities these services need to be substantially improved, not left on the margin.

### **Other comments**

There is no consultation strategy. We know this document is aimed at the GLA family, but with an invite to all, but want to see a plan as to how the Mayor intends to consult further at the public consultation stage and also how it is intended to consult on the various schemes and proposals. We particularly want to see transport users consulted. Too often we see consultation undertaken only with local frontagers as this is easily undertaken, but not with, for example, bus passengers. This is unfair and often skews the consultation in favour of frontagers views.

The strategy looks forward to 2031, however much could happen between now and then and so we like to see the Strategy incorporate some flexibility and address different possible scenarios.

The issues for outer London are different to inner London because of lower population densities and high car ownership, but there are opportunities to promote modal switch to cycle and walk. There are also substantial opportunities to develop and promote bus services through marketing that appeals to users who are not regular bus users. Although TfL have been very successful in increasing bus ridership across London we believe lessons can be learnt from outside London where bus use is much lower and promotion commercially driven. We recommend the Mayor investigates successful bus operations outside London, for example in Nottinghamshire, where marketing has grown bus ridership successfully.

Finally, I have attached our submission to the Outer London Commission for your information.

Yours sincerely

Vincent Stops

Streets and Surface Transport Policy Officer

