

AGENDA

Meeting **Transport Committee**

Date **Wednesday 3 November 2010**

Time **10.00 am**

Place **Chamber, City Hall, The Queen's
Walk, London, SE1 2AA**

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Members of the Committee

Valerie Shawcross (Chair)
Caroline Pidgeon (Deputy Chair)
Victoria Borwick
James Cleverly
Jenny Jones
Joanne McCartney
Steve O'Connell
Murad Qureshi
Richard Tracey

A meeting of the Committee has been called by the Chair of the Committee to deal with the business listed below. This meeting will be open to the public. There is access for disabled people, and induction loops are available.

Mark Roberts, Executive Director of Secretariat
Tuesday 26 October 2010

Further Information

If you have questions, would like further information about the meeting or require special facilities please contact: John Barry, Senior Committee Officer; Telephone: 020 7983 4425; E-mail: john.barry@london.gov.uk; Minicom: 020 7983 4458..

For media enquiries please contact Dana Gavin, 020 7983 4603, dana.gavin@london.gov.uk. If you have any questions about individual reports please contact the report author whose details are at the end of each report.

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Certificate Number: FS 80233

**Agenda
Transport Committee
Wednesday 3 November 2010**

1. Apologies for Absence and Chair's Announcements

To receive any apologies for absence and any announcements from the Chair.

2. Declarations of Interests (Pages 1 - 2)

The Committee is recommended to:

- (a) Note the list of memberships of functional bodies and London Borough Councils, as set out in the table at Item 2;**
- (b) Note the gifts and hospitality received by Members, as set out on the Authority's gifts and hospitality register; and**
- (c) Declare any other personal or personal prejudicial interests in specific items listed on the agenda over and above those items listed in the table above and including any interests arising from gifts or hospitality received within the previous three years or from the date of election to the London Assembly, whichever is the later, which are not at the time of this meeting reflected on the Authority's register of gifts and hospitality.**

3. Minutes (Pages 3 - 54)

The Committee is recommended to confirm the minutes of the meeting of the Transport Committee held on 12 October 2010 to be signed by the Chair as a correct record.

The appendix to the minutes set out on pages 9 to 54 is attached for Members and officers only but is available from the following area of the GLA's website: <http://www.london.gov.uk/who-runs-london/the-london-assembly/public-meetings>

4. Summary List of Actions (Pages 55 - 68)

Report of the Executive Director of Secretariat
Contact John Barry, john.barry@london.gov.uk, 020 7983 4425

The Committee is recommended to note the completed and outstanding actions arising from previous meetings of the Committee.

5. Actions Taken Under Delegated Authority (Pages 69 - 78)

Report of the Executive Director of Secretariat
Contact John Barry, john.barry@london.gov.uk, 020 7983 4425

The Committee is recommended to note the recent action taken by the Chair and a Member of the Committee under delegated authority.

6. Transport for the 2012 Olympic and Paralympic Games (Pages 79 - 88)

Report of the Executive Director of Secretariat
Contact Laura Warren, laura.warren@london.gov.uk, 020 7983 6545

The Committee is recommended to note the report and put questions to representatives of London Councils, Sustrans, Deloitte, the Road Haulage Association and Transport for All about transport for the 2012 Olympic Games.

7. Walk This Way: Making Walking Easier and Safer in London (Pages 89 - 136)

Report of the Executive Director of Secretariat
Contact Ian O'Sullivan, ian.osullivan@london.gov.uk, 020 7983 6540

The Committee is recommended to:

- (a) Agree the report: Walk this Way: Making Walking Easier and Safer in London; and**
- (b) Recommend to the Assembly that it uses its powers under section 60 (1) of the Greater London Authority Act (as amended) to request that the Mayor respond to the report.**

The appendix to the report set out on pages 91 to 136 is attached for Members and officers only but is available from the following area of the GLA's website:
<http://www.london.gov.uk/who-runs-london/the-london-assembly/public-meetings>

8. London TravelWatch – Appointment of External Auditor (Pages 137 - 140)

Report of the Executive Director of Resources
Contact: Martin Mitchell; martin.mitchell@london.gov.uk; 020 7983 4145

The Committee is recommended to approve the decision of the Executive Director of Secretariat to appoint Moore Stephens LLP to act as the external auditor of the statutory annual accounts of London TravelWatch for the 2010-11 to 2012-13 financial years.

9. London TravelWatch Review (Pages 141 - 150)

Report of the Executive Director of Secretariat

Contact John Bennett, john.bennett@london.gov.uk, 020 7983 4203

The Committee is recommended to:

- (a) Endorse the outline implementation plan for the review of London TravelWatch;**
- (b) Authorise the Chair of the Committee to agree appropriate consultation with key stakeholders including London TravelWatch itself; and**
- (c) Ask officers to report quarterly on progress.**

10. Transport Committee Work Programme 2010/11 (Pages 151 - 154)

Report of the Executive Director of Secretariat

Contact Laura Warren, laura.warren@london.gov.uk, 020 7983 6545

The Committee is recommended to:

- (a) Agree the work programme as set out in the report;**
- (b) Delegate authority to the Chair to agree, in consultation with party Group Lead Members, the detailed scope for the Committee's topic(s) for investigation in early 2011 including the terms of reference; and**
- (c) Note that its work on serious disruption to London's rail services due to snowfall in late 2009/early 2010 has been reflected in the findings and recommendations of the final report of the national Winter Resilience Review Panel.**

11. Date of Next Meeting

The next meeting of the Committee is scheduled for 12 January 2011 at 10.00am in the Chamber.

12. Any Other Business the Chair Considers Urgent

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London Assembly

Membership of Functional Bodies and London Borough Councils

| Member | (Personal) Interest |
|-------------------|--|
| Victoria Borwick | Member, MPA; Member, Royal Borough of Kensington & Chelsea |
| James Cleverly | Member, MPA; Member, LDA |
| Jenny Jones | Member, MPA |
| Joanne McCartney | Member, MPA |
| Steve O'Connell | Member, MPA; Member, LB Croydon |
| Caroline Pidgeon | Member, MPA |
| Murad Qureshi | Member, LFEPA |
| Valerie Shawcross | Member, MPA |
| Richard Tracey | Member, LFEPA |

[Note: LB - London Borough; LDA – London Development Agency; LFEPA – London Fire and Emergency Planning Authority; MPA – Metropolitan Police Authority.]

Recommendations:

- (i) **That the list of memberships of functional bodies and London Borough Councils, as set out in the table above, be noted;**
- (ii) **That gifts and hospitality received by Members, as set out on the Authority's gifts and hospitality register, be noted; and**
- (iii) **That all Members declare any other personal or personal prejudicial interests in specific items listed on the agenda over and above those items listed in the table above and including any interests arising from gifts or hospitality received within the previous three years or from the date of election to the London Assembly, whichever is the later, which are not at the time of this meeting reflected on the Authority's register of gifts and hospitality.**

The above memberships of the GLA's Functional Bodies and London Borough Councils are listed for the purposes of public transparency. However, Members should note that in accordance with the GLA's Code of Conduct, they must declare any other **personal interests** (except interests arising from gifts and hospitality that appear on the gifts and hospitality register at the time of the meeting) they have in any item on the agenda or as they arise during the course of the meeting. Members must say to which item their interest relates. If they have a personal interest Members must also consider whether or not that interest is a **prejudicial personal interest** and take the necessary action. When considering whether or not they have a declarable interest, Members should consult paragraphs 8-12 of the Code.

A **personal interest** is, generally, one that would affect a Member (either directly or through a connection with a relevant person or organisation) more than other people in London, in respect of the item of business under consideration at the meeting.

If a member of the public, knowing all the relevant facts, would view a Member's personal interest in the item under consideration as so substantial that it would appear likely to prejudice the Member's judgment of the public interest, then the Member has a **prejudicial personal interest**.

The Code of Conduct also specifically requires Members, where considering a matter which relates to or is likely to affect a person from whom they have received a gift or hospitality with an estimated value of at least £25 within the previous three years or from the date of election to the London Assembly, whichever is the later, to disclose the existence and nature of that interest at any meeting of the Authority which they attend at which that business is considered.

The obligation to declare any gift or hospitality at a meeting as a personal interest is discharged, subject to the proviso set out below, by registering gifts and hospitality received on the Authority's on-line database. The on-line database may be viewed here: <http://www.london.gov.uk/gifts-and-hospitality-register>. At Assembly meetings, under the declarations of interest agenda item, Members are then asked to note that gifts and hospitality received by Members are set out on the Authority's register.

If any gift or hospitality received by a Member is not set out on the on-line database at the time of the meeting, and under consideration is a matter which relates to or is likely to affect a person from whom a Member has received a gift or hospitality with an estimated value of at least £25, Members are required to disclose these at the meeting, either at agenda Item 2 or when the interest becomes apparent.

It is for Members to decide, in light of the particular circumstances, whether an interest arising from the receipt of a gift or hospitality is also a prejudicial personal interest. Where receipt of a gift or hospitality does give rise to a prejudicial interest the Member must withdraw from the room and not seek to improperly influence any relevant decision.

Consequences: If a Member has a **personal interest**: they must declare the interest but can stay, speak and vote. If the Member has **prejudicial personal interest**: they declare the interest, cannot speak or vote on the item and must leave the room.

MINUTES

Meeting: Transport Committee
Date: Tuesday 12 October 2010
Time: 10.00 am
Place: Committee Room 5, City Hall, The Queen's Walk, London, SE1 2AA

Copies of the minutes may be found at: <http://www.london.gov.uk/who-runs-london/the-london-assembly/public-meetings>

Present:

Valerie Shawcross (Chair)
Caroline Pidgeon (Deputy Chair)
Victoria Borwick
James Cleverly
Jenny Jones
Joanne McCartney
Steve O'Connell
Murad Qureshi
Andrew Boff

1. Apologies for Absence and Chair's Announcements (Item 1)

- 1.1 Apologies for absence were received on behalf of Richard Tracey AM, for whom Andrew Boff AM attended as a substitute.

2. Declarations of Interests (Item 2)

2.1 **Resolved:**

- (a) **That the relevant Members' declaration of memberships of Functional Bodies and London Borough Councils as set out in the table at Item 2 on the agenda, be noted as personal interests; and**
- (b) **That the gifts and hospitality received by Members, as set out on the Authority's**

gifts and hospitality register be noted.

3. Minutes (Item 3)

3.1 The Committee received the minutes of the meeting of the Transport Committee held on 9 September 2010.

3.2 **Resolved:**

That the minutes of the meeting of the Transport Committee held on 9 September 2010 be signed by the Chair as a correct record.

4. Summary List of Actions (Item 4)

4.1 The Committee received the report of the Executive Director of Secretariat detailing the outstanding and completed actions arising from previous meetings of the Committee.

4.2 **Resolved:**

That the outstanding and completed actions arising from the previous meetings of the Committee be noted.

5. Action Taken Under Delegated Authority (Item 5)

5.1 The Committee received the report of the Executive Director of Secretariat setting out recent action taken by the Chair of the Transport Committee under delegated authority.

5.2 **Resolved**

That the recent action taken by the Chair of the Committee under delegated authority be noted.

6. The Barclays Cycle Superhighways and Cycle Hire Scheme (Item 6)

6.1 The Committee received the report of the Executive Director of Secretariat as background to putting questions to invited guests about the Barclays Cycle Superhighways and Cycle Hire Scheme.

6.2 In attendance at the meeting were the following representatives of Transport for London (TfL), Serco, London Cycling Campaign and London Boroughs Cycling Officers Group:

- David Brown, Managing Director for Surface Transport, TfL;

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Tuesday 12 October 2010**

- Mick Hickford, Head of Special Projects, TfL;
- Penny Rees, Senior Programme Manager, Surface Transport, TfL;
- Jeroen Weimar, Managing Director of Serco Transport;
- Oliver Schick, Chair of Campaign Policy Committee, London Cycling Campaign; and
- Gina Harkell, Joint Chair, London Boroughs Cycling Officers Group.

6.3 A transcript of the discussion is attached as **Appendix A**.

6.4 During the course of the discussion, TfL agreed to provide the Committee with the following additional information:

- The amount of funding provided to boroughs for cycle training relating to the cycle hire scheme and the number of people who have so far participated in this training;
- What contribution the cycle hire scheme and superhighways are expected to make to the Mayor's target for 5 per cent of all journeys to be undertaken by bike by 2025 and what else is expected to contribute;
- Details of any action TfL has taken or will take to improve the telephone helpline so users of the cycle hire scheme who call whilst using the cycles get quicker responses; and
- A list of boroughs which TfL has been in contact with about possible expansion of the cycle hire scheme.

6.5 Additionally, Serco agreed to provide the Committee with the following information:

- The current average number of calls per days to the contact centre: the average call wait time; the average hold time for a response; and the average proportion of calls each day requiring call-backs because the issues cannot be resolved immediately; and
- The number of non-electric vehicles currently being used to help redistribute cycle hire bikes and the date by when these will cease to be used.

6.6 **Resolved:**

That the report be noted.

7. Follow-Up Work for Rapporteurship Report: Streets Ahead - Relieving congestion on Oxford Street, Regent Street and Bond Street (Item 7)

7.1 The Committee received the report of the Executive Director of Secretariat. It was agreed that the rapporteur, Victoria Borwick AM, would write to TfL to ask for an updated response to the Committee's report recommendations and that TfL would be invited to attend the February 2011 meeting of the Committee in order to discuss the matter.

7.2 **Resolved:**

- (a) **That, subject to the comments recorded above, TfL's response to the report *Streets Ahead – Relieving congestion on Oxford Street, Regent Street and Bond Street* be noted; and**
- (b) **That authority be delegated to Victoria Borwick AM, in consultation with party Group Leads, to send a follow up letter to TfL on its response to the Committee's report.**

8. Transport Committee Work Programme 2010/11 (Item 8)

- 8.1 The Committee received the report of the Executive Director of Secretariat. Following the discussion on Item 7 of this agenda, it was agreed that TfL be invited to the February 2011 meeting of the Committee in order to discuss its response to the rapporteur's report *Streets Ahead – Relieving congestion on Oxford Street, Regent Street and Bond Street*.
- 8.2 The Chair also asked Members to give consideration to future scrutiny investigation topics to be undertaken in the new year.

8.3 **Resolved:**

That, subject to the inclusion of an item on the February 2011 agenda as recorded above, the report be noted.

9. Date of Next Meeting (Item 9)

- 9.1 The next meeting of the Committee was to be held at 10.00am on 3 November 2010.

10. Any Other Business the Chair Considers Urgent (Item 10)

- 10.1 There were no items of urgent business.

11. Close of Meeting

- 11.1 The meeting ended at 12.17pm.

**Greater London Authority
Transport Committee
Tuesday 12 October 2010**

Chair

Date

Contact Officer: John Barry, Senior Committee Officer; Telephone: 020 7983 4425; E-mail: john.barry@london.gov.uk; Minicom: 020 7983 4458.

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Transport Committee 12 October 2010

Transcript of Item 6: Barclays Cycle Superhighways and Cycle Hire Scheme

Valerie Shawcross (Chair): I am very pleased that we are, today, going to be taking our first look at the roll out of two of the main Mayoral initiatives on cycling. We have had a fantastically good response to the consultation on this. I think we have got nearly 1,200 people who have responded and I have to say that I think we have had some really, really good technical responses from the organisations here and who are not represented today, so we do have the basis to do a very strong, useful and, I hope, practical report that would go back to Transport for London (TfL) and, I hope, inform the future of these schemes. Lots of interest in this as a topic, so I think we are going to enjoy this one.

To kick us off we do have a couple of films which TfL has brought in. May I welcome all of our guests today who are here to give us evidence? We have got Gina [Harkell] from the London Boroughs Cycling Officers Group, Oliver [Schick] from the London Cycling Campaign, and our own Jeroen Weimar who is now with Serco but people will remember him in a previous life at TfL. Sitting next to David Brown from TfL, an old friend of ours, Mick [Hickford] from Special Projects at TfL and Penny [Rees], also from TfL. Thank you very much for coming today.

We have got some questions for you shortly but I thought we might kick off just by having a quick look at the films just to set the scene. Thank you.

Mick Hickford (Head of Special Projects, TfL): This is actually one film, Chair, but it shows both schemes; both Cycle Superhighways and the Cycle Hire scheme. Sadly there is no voice over so you will have to suffer me talking you through it.

The first thing we see is we are at the north end here of Southwark Bridge. This is the termination point of Cycle Superhighway 7. The first point I want to draw to your attention is the sheer number of cyclists coming across the bridge here. This is a film taken the week before last. The weather was not particularly pleasant. It is taken in the morning peak. It is about 8.30am. If you just watch the numbers of cyclists they are coming across the bridge here.

This shot now is taken in Queen Street. What I want to draw to your attention are the people both on their own bicycles and on Cycle Hire bikes. What you will also see is a diversity of users. We have got younger people and we have got older people. We will see this point again in a minute.

The other point to point out here is the use of helmets. We have got a mixture of users using helmets. Here you will see people well geared up for cycling: someone on the left there on a hire bike with his own helmet on and a guy coming through here with a suit and tie on with a helmet. As we come through we will see, in a few seconds, a guy in the background there, just coming into shot now, again in a suit but without a helmet. I think what we see here are users of the Cycle Hire scheme choosing or not choosing to wear a helmet. Again we have got a reasonable mixture of both men and women using the routes. Predominantly more men but that is generally what we find with cycling in London anyway.

We have now panned out and we are further up Queen Street. In the foreground now we can see the Cycle Hire docking station. In the background still we have got cyclists coming across from Southwark Bridge from the superhighway. The point I would like to make here is this docking station is working very well. This is quite close to Cannon Street Railway Station. We have got commuters coming from the railway station to pick up bikes. Also we have got a lot of offices in this area so this is a destination point as well.

What you actually see here is, again, a nice diversity of users with and without cycle helmets. Again, you can still see the vast numbers of cyclists coming from the superhighway at Southwark Bridge but here being joined by hire users.

Coming right to the end here is a guy just leaving a bike there with a helmet on. This guy with a helmet taking a bike but in a suit and tie. Again, I think we are appealing to a newer audience for cycling. A woman here without a helmet choosing a bike.

I think we come to the very last shot in a few seconds. Not quite this one. What I am trying to illustrate here is that we are appealing to a vast variety of ages. This fellow here - last shot now - with the helmet. He takes the helmet off. I will suggest that the fellow is older than I am - with the white hair! I think the point we are trying to make there is that both schemes are appealing to some new cyclists and a vast diversity of cyclists.

Valerie Shawcross (Chair): Thank you very much for that, Mick. I am sure most of the Committee have probably had a go at one or both of these schemes.

You probably set the tone because I would like to start by just coming round to everybody and hearing what you have got to say about whether or not the Cycle Hire scheme and the Superhighways are encouraging new cyclists and what your general comments are on that central contention. Gina [Harkell], do you want to kick off?

Gina Harkell (Joint Chair, London Boroughs Cycling Officers Group): First of all, obviously, the Cycling Superhighways scheme has been tremendously welcomed, as is the Cycle Hire scheme. I think the Cycle Hire scheme has gone incredibly well. Something like 70,000 members now. This is terrific.

With the Cycle Superhighways there is more of a problem for the local boroughs. As you saw from the papers that came through, I think the main criticism from councils is that, firstly, there is a problem with the routing and I think that there needs to be more consultation with boroughs on routing. There does seem to have been a speediness at which these routes have been chosen that could have been better thought through. Those are the actual routes themselves.

Then there is the design of the routes. Again, because of the speed at which these are going through, some of the designs of the routes are not as good as they could be and serious issues like roundabouts etc have not been dealt with.

Valerie Shawcross (Chair): Gina, we do want to hear all of that. We are going to come on to doing a bit more depth about the design issues on Superhighways as a second part. I think, just as a first opening shot, I am asking people, broadly, whether or not they feel that these two new schemes are encouraging new cyclists? If part of our objective is to promote cycling, are they working? We do need to get into the detail, Gina, about what could have been done better and what could be done better for the future so thank you for that.

Oliver Schick (Chair, Campaign Policy Committee, London Cycling Campaign): I can only echo what Gina [Harkell] said. Investment in cycling. It is very encouraging to see it happening. Certainly it is obvious to any observer that the Cycle Hire scheme has resulted in an increase in trips on the special bikes. The Superhighways it is much harder to quantify.

Jeroen Weimar (Managing Director, Serco Transport): Morning and thank you for the opportunity to be here this morning. I would just draw two numbers as worthy of noting. We now have 94,500 members of the Cycle Hire scheme as of this morning. As of last night we had 1,068,171 completed cycle journeys. There is a huge demand, a lot of interest and a lot of active use of the scheme. We are already seeing around 21,000 to 24,000 hire journeys being made every day during the week days and when the weather is pretty good. When the weather is not so good you see significantly less demand, and we see lower demand at the weekends.

I have been struck really by the variety of users and uses that we are seeing the Cycle Hire bikes being put to. Clearly there is a strong pattern emerging of commuter demand, which Mick's [Hickford] video shows. Also there is a lot of daytime demand and a lot of late night demand as well. We have seen a variety of different people using the scheme.

For my final point I would go back to the very good research that was done by the Committee; 21 per cent of people saying they have started cycling because of the Cycle Hire scheme. I think that is a really fantastic figure and a very interesting figure. I think that bears out everything that we see from an operational perspective.

Valerie Shawcross (Chair): David [Brown], do you want to also say something about how you are measuring the changes in cycle usage?

David Brown (Managing Director, Surface Transport, TfL): Yes. I was going to say the same facts as Jeroen which is quite fortunate! I was also going to give the fact that our estimates, based on August 2009 for the Cycle Superhighways, was a 25 per cent increase in cycling. In some areas there has actually been over 90 per cent on some sections. On Cycle Superhighway 7 there is a 90 per cent increase in cycling. Those are pretty phenomenal numbers.

These are early days and we have still got survey data to come back in through October and November. At the moment it is doing what we set out to do which is to increase the amount of cyclists on the Cycling Superhighways.

In terms of the methodology which we use for that, I am going to ask Penny [Rees] to give the detail for that.

Penny Rees (Senior Programme Manager, Surface Transport, TfL): It is carried out by an independent market research company who do manual counts for it. We also have automatic counters along both Route 3 and Route 7 where the automatic count data is used to verify and confirm the validity of the manual count data. So we have got both automatic and manual along both routes.

The idea was to compare August 2009 with August 2010 and we have got another set of data coming in in October so, again, we can do a like-for-like comparison and that will give us a bit more of a feel for whether the trend is continuing.

Valerie Shawcross (Chair): Penny [Rees], did you get a proper baseline before the Superhighways and Cycle Hire schemes went in?

Penny Rees (Senior Programme Manager, Surface Transport, TfL): That is correct, yes; baselines from August and October of last year. So that is the base data.

Valerie Shawcross (Chair): So you are able to show how things are changing?

Penny Rees (Senior Programme Manager, Surface Transport, TfL): That is it, yes.

Valerie Shawcross (Chair): David [Brown], you talked about in some areas. I think that is the background issue for us. Obviously central London was probably the obvious place to start but there are other large areas of London that really, really badly need modal shift and development of other ...

David Brown (Managing Director, Surface Transport, TfL): Particularly the 90 per cent was at Clapham Common and, even as we launched it, off the top of my head, I think there were 1,000 car movements and 500 cycle movements an hour through there.

Valerie Shawcross (Chair): Is your experience that the changes in patterns are very geographically linked? We are not finding that there is a knock on impact in outer London?

David Brown (Managing Director, Surface Transport, TfL): It is still early days to be doing that. What we do not know is how much, at the moment, has come from other adjoining routes to join the Cycle Superhighways because of all the benefits that it brings. That we do not know at the moment. We are still estimating.

Penny Rees (Senior Programme Manager, Surface Transport, TfL): We have got some screenline count data which we have analysed for Route 7 that is suggesting that there is not a huge shift from adjacent routes, but I would not really feel confident in confirming that until we have got the October data for that as well.

Just another point to make is that, when we are talking about the benefits of the schemes overall, obviously modal shift and increasing numbers are important but a very, very large part of our business case is linked to both journey time improvements for existing and new cycling and also ambience improvements that exist for cycling. So things like the smoothness of journey, the availability of cycle parking and all those other benefits as well. It is not just linked to modal shift.

Valerie Shawcross (Chair): Just a last introductory question from me. I think the Cycle Hire scheme is set to cost £140 million over six years and then, of course, the Cycling Superhighways, I think the first two have cost about, £22 million. Does that stack up in terms of value for money in terms of the benefits that are being achieved? You talked about journey times etc. How are the cost benefit ratios working out?

Penny Rees (Senior Programme Manager, Surface Transport, TfL): OK. The benefit cost ratio (BCR) for the two pilot routes - Route 3 and Route 7 - accounting for increase in demand, is 3:1. Even if we strip out that increase in demand and just base it on existing cyclists who are benefiting from the improvement, the BCR still stands up at 2:1.

What we do need to do is clock the data back in from August and October and, again, next year, to see whether the actual journey time benefits and the actual customer research that comes back confirms that people are experiencing that benefit: smoother journeys, less trouble finding a cycle parking space and all the other benefits in the business case.

Valerie Shawcross (Chair): The feeling at this stage is positive? Yes?

David Brown (Managing Director, Surface Transport, TfL): It is worth pointing out that, whenever you do a BCR on a cycle scheme, it is actually far more difficult than doing a road one or a rail one because you have not got all that data available. You can understand the benefits but you have got all the data. When we do the BCR we take into account the journey times, as Penny [Rees] said, and also the ambience which would be about things like parking and other benefits. What we do not take into account are health benefits, environmental benefits and congestion benefits. All of those are parts of the sensitivity analysis but they do not actually go into the BCR. Not just us but nobody is in an advanced enough stage to do a BCR business case that has got all that data together.

Valerie Shawcross (Chair): It would be useful to have those benefits quantified to some extent if that was possible.

David Brown (Managing Director, Surface Transport, TfL): It is just the data is not entirely there for us to put it into the business case. We use it as part of the sensitivity towards it but it is not in the business case. If you added in health benefits into either the bike hire or the Cycle Superhighways your business case improves, but we do not actually do that.

Jenny Jones (AM): Can I just ask two very quick questions on this? You do not put any carbon reduction component into the business case? Or pollution reduction?

David Brown (Managing Director, Surface Transport, TfL): No.

Jenny Jones (AM): The other thing is who are these people who are making these trips? Are you getting people off the buses? Are you getting them out of their cars? Out of taxis?

David Brown (Managing Director, Surface Transport, TfL): Actually some of the data we are using is from --

Valerie Shawcross (Chair): From our survey. Thank you!

David Brown (Managing Director, Surface Transport, TfL): From your survey. At the moment we are doing the market research you would expect us to do, which does not report back until the first week in November so, actually, we are relying on some of the data that you have provided in that.

Valerie Shawcross (Chair): 1,000 is a very good sample, even if they are self-selected, I think. 77 per cent of those people were previous cyclists but, nonetheless, if people are cycling more frequently it must be good.

James Cleverly (AM): Anecdotally, I have had feedback that, because of the nature of where the docking stations are, a lot of the displacement has been taking some short journeys off of the Tube on to the Cycle Hire scheme, thus freeing up capacity on the Tube. Is that anything that you have got evidence about or is that something that you can look into? Obviously, Tube capacity is one of the big toughies.

David Brown (Managing Director, Surface Transport, TfL): It is. It is the same answer really in that we are relying, at the moment, on the information that has come back from your own survey because we are still doing that market research. There is a lot of anecdotal evidence

that people, instead of taking the short hop on a Tube or the short journey on a bus, have gone to the bike hire scheme.

Now that is good in terms of freeing up capacity in central London, but I do have to say you have got to put that in perspective for the amount of people that are carried in the centre of London by the Tube or by the bus compared with what we are talking about in terms of cycling. It is of benefit because it frees up capacity and avoids having to put even further investment into extra carriages or whatever.

Valerie Shawcross (Chair): We will come back to the docking stations in a moment. I think Victoria [Borwick] is going to pick that up. Jenny [Jones], did you want to talk about the casual users?

Jenny Jones (AM): How confident are you that the casual user component of the scheme is going to be started successfully?

David Brown (Managing Director, Surface Transport, TfL): Very confident. My friend on the left here is very confident. I am very confident. We will have it in by the end of this year. We have deliberately slowed down the speed at which we put it in once we had launched with members and once we had seen the phenomenal success of how many people took up the membership.

To put that in perspective, we modelled a lot of this on the Bixi scheme in Montreal. It took them three months to get 12,000 members. We had 12,000 members within about 24 hours. It was phenomenal growth.

It has been documented that there were some teething issues at the beginning. We really wanted to get the experience right for those customers to start off with and we took a more relaxed view about getting in the casual user. We are getting everything ready so we will be ready for casual users and the experience will be good.

Jenny Jones (AM): So it was not because things had gone wrong that you did not ...?

David Brown (Managing Director, Surface Transport, TfL): No.

Jenny Jones (AM): "Oh really", she said with disbelief!

David Brown (Managing Director, Surface Transport, TfL): No. It was a deliberate management decision that we should focus on the membership because we were just over complicating it and we decided we did not need to.

Jenny Jones (AM): It was Serco's incompetence or bad handling of the scheme?

David Brown (Managing Director, Surface Transport, TfL): No

James Cleverly (AM): That is a shame, isn't it!

Jenny Jones (AM): Right.

David Brown (Managing Director, Surface Transport, TfL): We always knew that if you brought in casual users before you have sorted out all the other issues, we could have brought them in but we may have had another set of issues. We were more concerned about getting all

the software glitches done - I do not want to talk technical but getting all these different improvements in place - before we got to casual users. I think that is the right strategy because we have got phenomenal growth out there.

Jenny Jones (AM): Has there been an impact on revenue because of the delay in the casual users?

David Brown (Managing Director, Surface Transport, TfL): That is a good question. In generic, theoretical terms, yes, but, at the moment, it is because we actually put our modelling balanced on a combination of casual users and membership. In actual fact the casual users we expected to be hiring the bikes for longer so they would have been a bigger revenue generator. It is still very, very early days. We have gone through a whole different range of users so far. We have had early adopters in August. We have had commuters coming in in September. We have had students from university coming in recently in the last two weeks. That has changed the patterns again. We are coming in to winter. That changes the patterns. We will have casual users. That changes the patterns. We are in a very experimental first six months before we understand the dynamics of revenue.

Yes, casual workers were part of our original estimate and they are not there at the moment, but they will be by the end of this year.

Jenny Jones (AM): The relationship between TfL and Serco is healthy? Robust?

David Brown (Managing Director, Surface Transport, TfL): Yes. It is healthy. At the end of the day we have got the same objectives in terms of producing a world-class bike hire scheme. We have got good relationships but we are contract managing Serco. It is providing a service for us and we contract manage it in the same way you would expect us to contract manage bus operators out there.

Jenny Jones (AM): You said it is going to come in before the end of the year. Have you actually got a date on which it is going to kick off? A specific date?

David Brown (Managing Director, Surface Transport, TfL): We have a working date at this moment in time.

Jenny Jones (AM): Would you like to tell us?

David Brown (Managing Director, Surface Transport, TfL): No, I would not! I do not want to. We have got a planning meeting that is coming up where we have got to make sure that all those things are aligned and that we are pretty clear ourselves. It would be wrong for me to say it here when we have not sorted it out from our own perspective.

Jenny Jones (AM): It is by 31 December 2010?

David Brown (Managing Director, Surface Transport, TfL): It is. Yes. Some of it is about the matter of convenience about some of the issues we are dealing with.

Caroline Pidgeon (Deputy Chair): Can I just go back? Jenny was just asking you about the loss in revenue and you said, yes, in your original business case there is a loss on the paperwork you have done. What is that figure?

David Brown (Managing Director, Surface Transport, TfL): It is so much in the round you could not really quantify it at this moment. No, no. We are talking about the first three months of a scheme that we have got a five year contract on. It is fairly small in the big round of the whole revenue and the whole scheme. It is there but it is very small scale.

Caroline Pidgeon (Deputy Chair): What sort of figure are we talking? What was your original estimate for the revenue at this point?

David Brown (Managing Director, Surface Transport, TfL): I have not got that figure off the top of my head. I would have to delve into the --

Caroline Pidgeon (Deputy Chair): Would you be able to provide us with that? I just think, if you are saying you know that there is a loss, then you should be able to give us that figure so we can see --

David Brown (Managing Director, Surface Transport, TfL): At the same time as there is a loss there is a gain because we have got so many extra members.

Caroline Pidgeon (Deputy Chair): I think it would be useful to say, "This is what we originally estimated" --

David Brown (Managing Director, Surface Transport, TfL): The mix of those members is different in itself. There is a whole range of different matrixes going on at the moment.

Valerie Shawcross (Chair): The notes that we had said that you originally anticipated £13 million a year in the business case.

David Brown (Managing Director, Surface Transport, TfL): Actually, at the moment, the business case did not take into account the sponsorship deal that we have got which is a good sponsorship deal. What we anticipate is we will cover our operating costs going forward and, by the time we end up at the end of the business plan, we will end up contributing to the implementation cost. That will be a combination of both the revenue that we get, which is a mix of casual users and members, and the sponsorship deal.

Caroline Pidgeon (Deputy Chair): I still think you could pull out for us - and you can send it to us in writing - what you anticipated originally in your business case for casual users and the other types of users and then what it is at this point so we can look and measure casual use and what it is now.

David Brown (Managing Director, Surface Transport, TfL): I would rather do that when we have got to some triggers of having casual users in. We have only done ten weeks of this scheme so far. I would much rather get a period under the belt of six months to start having a better idea of what is happening.

Valerie Shawcross (Chair): OK, David, I do not think you need to be too defensive about this. People are very supportive of the scheme. I think Londoners would expect to be able to see the figures and to see the estimates you are working on. Everybody knows this is a new venture for the whole of London so I do not think you need to be overly concerned if you have not accurately predicted everything that would happen.

David Brown (Managing Director, Surface Transport, TfL): I can guarantee we will not have accurately predicted everything because we were modelling without the knowledge of what was going to happen!

Valerie Shawcross (Chair): OK. Can we move on to the Cycle Hire scheme?

Victoria Borwick (AM): Just a really quick question on what you have said. Is it intended, in the long-term, to break even?

David Brown (Managing Director, Surface Transport, TfL): Yes, that is what I said. What we anticipate is we will break even in operating cost terms within the next few years and, by that stage, we should be --

Victoria Borwick (AM): Five?

David Brown (Managing Director, Surface Transport, TfL): No, within about three years we should be doing that. Maybe two years. Come on guys. It is really early days and we are trying to understand the dynamics of what is going on.

Victoria Borwick (AM): We are trying to put a positive message over --

David Brown (Managing Director, Surface Transport, TfL): We would hope to be breaking even much quicker than that --

Victoria Borwick (AM): -- but we think it is important to be transparent.

Valerie Shawcross (Chair): David, this is new ground for you but this is the first time we have looked at the issue so it is quite helpful to us in establishing baselines because, in a few years, we will come back and see how things are shaping up. Murad [Qureshi]?

Murad Qureshi (AM): Just a quick one. Does this mean, just generally, you have underestimated the number of trips that will be taken within the first half hour?

David Brown (Managing Director, Surface Transport, TfL): Have we under-estimated or over?

Murad Qureshi (AM): Yes.

David Brown (Managing Director, Surface Transport, TfL): No, we have not --

Murad Qureshi (AM): You only make an income when people go over half an hour?

David Brown (Managing Director, Surface Transport, TfL): No, we have not. Some of that modelling was quite good based on the Paris model. I do not think there is a scheme in the world that does not have the first half hour as free off the top of my head. Certainly all the major ones have the first half hour free so we are able to use the modelling from Paris to understand the dynamics of that. We always knew that people would be focusing on that first half hour. The difference is between the commuters and the casuals. The casuals are more likely to be over the half hour and the members will be within that half hour.

Victoria Borwick (AM): Again, like the rest of the Committee, I very much welcome the scheme and am very positive about it. We have just got hundreds of questions; that is our problem.

We were talking, initially, about having 10,000 docking points and 6,000 bikes by March 2011, so we are some way off yet. Could you update us as to where we are now because we have seen that some docking stations are not there and some are there? Fill us in a bit.

David Brown (Managing Director, Surface Transport, TfL): In terms of docking stations we launched with 315. We did want more. We have been working very closely with the boroughs all the way through. It was a challenging process to get every single docking station that we needed in because of the whole variety of things that could go wrong: from sellers that you did not know about and services you did not know about and planning permissions and all the rest of it.

We launched with 315. We have now got 340 which means we have got 8,099 docking spaces. Each docking station will have a different number of docking points so we have got 8,000 in total. We plan to be delivering about four a week going forwards and, as we get to the back end of that, they will be more difficult. By March next year we will be up to our 400 quite easily and, most probably, over 400.

Victoria Borwick (AM): The initial aim, I think, was to have one every 300 yards or something like that --

David Brown (Managing Director, Surface Transport, TfL): It is still there which is 300 metres. We expect one to be everywhere within 300 metres.

Victoria Borwick (AM): I am rather old fashioned; I still deal in feet and yards.

David Brown (Managing Director, Surface Transport, TfL): That is OK. It has caused us some issues not having the whole of the docking stations there. There are some areas, Victoria being a case in point --

Victoria Borwick (AM): And Westminster.

David Brown (Managing Director, Surface Transport, TfL): -- where we have not got as many docking stations as we originally planned to have and that causes a problem in terms of when people are trying to dock in those areas because there are not enough docking spaces.

Victoria Borwick (AM): I think the other problem, if I may say, is the way you have been liaising with councils. As a local councillor - and I did go and talk to the person who is running Kensington and Chelsea - I suggested some areas that would be better than the ones you suggested. I think one of the things we saw there is, if it is a main road, it is often quite dangerous if people are backing out and wobbling off, but better if you are just round the corner, which may not be a TfL road but may be a borough road.

Possibly a little more communication with people is needed. I think the problem is it was all done with yourselves and the councils rather than, possibly, a little bit more consultation. Many people I know are very, very positive about the scheme and have been so for months and would have liked to have recommended places. It comes to planning and that is a yes/no decision. Really it is your relationship with the council and your relationship with the residents I would like you to think about again.

David Brown (Managing Director, Surface Transport, TfL): Every single one of those docking points went through with the planning permission of the local authority and they did the consultation --

Victoria Borwick (AM): Absolutely. The problem is that it was a yes/no point. It was, "Do you want this spot?" It was not, "Do you want this sport or can you suggest another?" I am just saying that, when you are communicating --

David Brown (Managing Director, Surface Transport, TfL): In an ideal world we would have done all that. In the time and speed at which we were trying to put this in we basically were pragmatic and took what we could get. Sometimes it is good to be off road and sometimes it is good to be on road. We have had criticisms of them being round the corner but, actually, people get to know where they are. Mick [Hickford], do you want to say something?

Mick Hickford (Head of Special Projects, TfL): No. The approach we took with the boroughs was to very much go along with their wishes. Some boroughs actually did some local consultation, which we supported, prior to planning permission. Other boroughs did not want to do that.

Victoria Borwick (AM): That is right.

Mick Hickford (Head of Special Projects, TfL): So there was an element of local consultation about the sites prior to the planning permission.

Victoria Borwick (AM): Looking ahead to the next lot, do you think that you would recommend a different way of working with boroughs because, obviously, this should be a partnership?

Mick Hickford (Head of Special Projects, TfL): I think the answer to that question is yes. We are always willing to learn and I think we have learned a lot. It is the first time that we have done this sort of thing in this country. I think we have forged some very good relationships with boroughs and both the boroughs and ourselves have learned a lot through that process.

David Brown (Managing Director, Surface Transport, TfL): If I could just say, we could not have done this without the boroughs. We needed their cooperation and their consultation with their residents and we could not have done it without them. What would be very interesting is, because we were new, there was a little bit of "not in my back yard" (nimbyism) which came into it because people did not really want this docking station near to --

Victoria Borwick (AM): I recommended one at the bottom of my road because I knew it was a good place to have it. Please do not say that because I went and sat with the council and said, "I have lived here for 40 years. Can I recommend some really good prime spots?" What I am saying to you is it is working with the councils that is important.

David Brown (Managing Director, Surface Transport, TfL): What is going to be interesting is whether people change their perceptions going forward. Now businesses do want them outside their door because they can see this is a good way of saving money, basically.

Victoria Borwick (AM): OK. My final question is, if you discover in two or three years' time we have made some mistakes, as you said quite happily, and some of these docking stations are not right, will you be able to return those to the highway? We have had some comments and

particularly requests in from schools where they are finding that docking stations are not in the right location and they now think they are dangerous. Will there be some flexibility, in the fullness of time - I appreciate you want to see how they all work - to reposition or to remove or to change them?

David Brown (Managing Director, Surface Transport, TfL): That process is going on as we speak because the school in mind we are trying to find an alternative site. We will move. There is a cost issue in that and there is also trying to find an alternative location.

Victoria Borwick (AM): Thank you.

Valerie Shawcross (Chair): Thank you, Victoria [Borwick]. Can I just bring in the London Cycling Campaign (LCC) and Gina [Harkell] on this one? Obviously one person's nimbyism is another person's local knowledge. I think all of those issues will be sorted out. The background picture there seems to be that the casual users will be starting to use the system before all the docking stations have been rolled out: casual users may be the end of December; possibly all the docking stations finally in place in March or April. Perhaps David [Brown] is being optimistic. Do you think that is a problem or is that going to cause any issues?

Gina Harkell (Joint Chair, London Boroughs Cycling Officers Group): I have no idea.

Valerie Shawcross (Chair): No idea. Oliver [Schick]?

Gina Harkell (Joint Chair, London Boroughs Cycling Officers Group): I think that they would know much better than me.

Oliver Schick (Chair, Campaign Policy Committee, London Cycling Campaign): I think they would encounter similar problems, which are fairly minor teething problems in an otherwise very successful scheme, that the original users encountered which is that they got to their destination point and could not find a docking station where enough spaces were available and problems like this. I think it is probably going to be less of a problem at that time because, by that time, there will have developed a body of knowledge among users of the scheme. Just like nowadays people know when they use the Tube what they can expect and they share that knowledge. Say, if you work in an office somewhere, your work colleagues probably already know what you can expect if you are a user of this scheme.

Valerie Shawcross (Chair): You are better to go round the corner to get the bike. Yes.

Oliver Schick (Chair, Campaign Policy Committee, London Cycling Campaign): I think there would be that shared knowledge. It would, of course, be great if we could expedite that process. I do not know how that could be done because planning is always a thorny issue and I know the team have been working very hard to get that as quickly as possible.

Valerie Shawcross (Chair): OK. So you do not see it as a showstopper? It is just a teething glitch?

Oliver Schick (Chair, Campaign Policy Committee, London Cycling Campaign): I would not think so. I think it is probably going to become a matter of folklore again; all the experiences that people have in conversations around the water cooler. I do not think it is going to be a showstopper. No.

Murad Qureshi (AM): Just to reinforce Victoria's [Borwick] point, I do think perceptions of residents have changed in central London and I think a lot of the users come from that part of London. This brief we have been given about sites refused at planning. A third of those, for example, that have been refused have been by the City of Westminster Council. I know how difficult it is, after it has been refused, to get some back up again. How are you going to deal with those? It is critical to the overall map and there are, clearly, holes in certain places for bike users like myself.

David Brown (Managing Director, Surface Transport, TfL): You have highlighted a real issue and we are working very hard with Westminster to try to find either new sites or work our way through the reasons for the objections in the first place. It is an ongoing process.

Victoria Borwick (AM): There are tonnes of places. I think it is ridiculous.

Murad Qureshi (AM): True. It is just that once it is refused it is very difficult. Obviously you have to come up with alternatives. At the same time, there are critical places like the Marylebone flyover where I understand two were refused, not by the members actually but by the officers. It strikes me that you have also got to get officers involved.

David Brown (Managing Director, Surface Transport, TfL): Generally they are. If I could answer the previous question about casual users --

Valerie Shawcross (Chair): Answer both if you can.

David Brown (Managing Director, Surface Transport, TfL): -- the casual users will change the mix of people. It is not rocket science to work out that tourists, generally speaking, come out after the morning peak. You have got a different movement of cycles. You have got people moving them from, perhaps, the centre outwards and various other movements. We are not totally worried about the number of docking stations we will have once casual users come in because they will be using it at different times of day, more likely.

Valerie Shawcross (Chair): David, I think you have just answered Jo's [McCartney] question.

Joanne McCartney (AM): It was about some of the glitches of people returning to some docking stations that are over used and not being able to find a free dock. Do you expect, when the casual users are available, that that will then change the pattern and you will not have this pattern anymore?

David Brown (Managing Director, Surface Transport, TfL): I do expect it to change the pattern. You are absolutely right. I am not sure I can say to you that we will not ever have the problem again. One of the big issues we have is the understanding of the redistribution of bikes because there is nothing more infuriating than to not find one or to not be able to dock one. It only has to happen once on your journey - and it has actually happened to me - and it is not a good position to be in. That is something that happens for every single bike hire scheme across the world. Paris still has the problems of trying to work out redistribution. We are trying to learn very fast in a dynamic changing world. As I said, we have had different types of users as we have gone along and we will have a different type later on.

We are focused very much on trying to get the redistribution right. We have doubled the number of people that can actually move all these bikes around. We have got modelling that is in there for identifying when they are free and when they are not free. We had a number of different methodologies for how to deal with the redistribution and we have come up with a

new one which is hub and spoke effect. I wonder whether Jeroen [Weimar] would like to talk about it.

Jeroen Weimar (Managing Director, Serco Transport): It is a good example. One of the main challenges has been particularly with the morning commuter flow because commuters have really taken off with this scheme and are using it, as we saw in the video. What we are doing now at Holborn is - some of you may have seen this at High Holborn - having a static operation working there in the morning peak whereby we collect additional bikes and that ensures that all the docks in that area are kept free. We have set up a whole operation there during the morning peak whereby any bikes that are coming into the City area we collect from their docking stations and we hold them at High Holborn during the course of the morning peak. That allows all the stations in the area to be made continually available for people to be able to dock their bikes in that area.

My redistribution teams are working locally so, rather than travel around all of central London, they are working very locally in this area. That is working quite well. We have tried it in the City. High Holborn is the major location where we are making this work at the moment. We are learning from that. As David [Brown] says, we have doubled the number of people and the number of vehicles we are using to redistribute the bikes around but these are big flows coming in the morning and in the afternoon. Of course what you do not want to do is take all the bikes out of --

Valerie Shawcross (Chair): Is that going to massively increase your operational costs?

Jeroen Weimar (Managing Director, Serco Transport): It is very early days. We are doing everything we can to make the scheme work as well as possible. I think as David [Brown] says, we will see usage stabilise and we will see different travel patterns emerge. As the additional sites come on board I think the scheme will look very different and will be used in a very different way when we get to March/April.

Joanne McCartney (AM): Are you looking at any incentives where you have these issues, for example, extra time for people to go to a nearby docking station? Someone has contacted me to say that they could not dock their bike. They went to a near one that was shown on the map on the stand and yet that was full as well. Is there any way you can have an interactive map so that people can see where there are spaces available locally?

David Brown (Managing Director, Surface Transport, TfL): You can do that now at the terminals. You can do that at the terminals and we give you an extra 15 minutes. If you have gone to a terminal which is full and press the button, it will show you where your next free docking space is and we give you another 15 minutes to get there.

Joanne McCartney (AM): We did a meeting last year on cycle parking. You obviously want to get the best sites for the Cycle Hire scheme but that has meant that existing cycle parking has been removed. I noticed in a recent Mayor's question that you have put that, where you have taken that cycle parking out, you have relocated it nearby but, often, that is then not the best site. What are you doing to make sure that the quality of the cycle parking you are having to put in matches what you have taken out?

Mick Hickford (Head of Special Projects, TfL): You are absolutely right. We have had to relocate but not remove cycle parking so we have been very keen to ensure the same number of parking sites exist. It is fair to say that we are operating in a very, very constrained area and there is only so much public space available to use. Arguably, users get to know where those

sites have been relocated. I will suggest that I do not think they have been positioned in a poor place - we have always been mindful of security issues whenever we are doing this - but, yes, some sites have been relocated. In an ideal world, if it were a brownfield site we were using, it would be very easy. We are not. It is a very constrained environment in central London that we work with.

Joanne McCartney (AM): Is there evidence to show that die-hard cyclists who would generally use their bikes on a daily commute are stopping and using the Cycle Hire scheme? The report that we published last year showed that there was a greater need for even more cycle parking, standard cycle parking. Oliver [Schick]?

Oliver Schick (Chair, Campaign Policy Committee, London Cycling Campaign): I think on the spectrum of transport users you find people who use one mode primarily as their main mode of transport but the vast majority of people mix their modes. I have heard from lots of our members that they have used a Cycle Hire scheme when they have had a different kind of trip to do where they were quite glad to not have the bike with them for a time. Yes, it is very good. Part of its main application of course is to attract mixed mode users and, especially, cater for those short hop trips that you so often have to make in central London. In that respect it is very good.

Jenny Jones (AM): Just a quick question to Serco. What percentage of your redistribution vehicles is clean technology?

Jeroen Weimar (Managing Director, Serco Transport): We have 14 electrically powered redistribution vehicles. The ALC vehicles with the trailers that carry around 20 bikes on each trailer. We have 10 Ford Focuses that are primarily used for maintenance and repair but we also are using them as well, at the moment, in the morning peaks to help with the redistribution.

Jenny Jones (AM): Is a Ford Focus clean technology?

Jeroen Weimar (Managing Director, Serco Transport): No, it is not. No. It is a low specification vehicle.

Jenny Jones (AM): You have only got 24 vehicles.

Jeroen Weimar (Managing Director, Serco Transport): We have 24 vehicles in the fleet. That is right.

Jenny Jones (AM): OK. Are you going to replace those unclean technology vehicles?

Jeroen Weimar (Managing Director, Serco Transport): We will see. We are still working with the ALC vehicles to see whether they will do all we need them to do within central London at the moment. We have had some teething problems with them in the early days of the scheme. They are working better now. I would not want to be entirely dependent on them as being the only vehicle because there are some things they cannot do very well, including having a large compartment to carry tools, spares and various other bits and pieces, so we will always continue to have some other vehicles in the fleet. The 14 are a visual demonstration of making this scheme as environmentally sustainable as possible going forward.

Jenny Jones (AM): Thank you.

Murad Qureshi (AM): I, personally, registered on 30 July 2010 and within two weeks was hit by £52. There was absolutely no way I could have done that amount of mileage with the trips I was doing. I was then subsequently hit by another £35. I usually get a message on my mobile when things are taken off my credit card. I get told. I have not had any credits coming through telling me that they have been taken back off. I have not been able to get into the computer system either because the registration was difficult. I am just giving those experiences. What are you doing to get on top of this because, clearly, it is a disincentive to be part of the scheme and to make the most use of it?

Jeroen Weimar (Managing Director, Serco Transport): No, absolutely. I am very concerned to hear that. We had two billing glitches in the early part of August. One involved a billing run being run twice. I suspect, given your account was setup then, that you were caught up within that. A number of repeat transactions were put on to people's accounts. To my knowledge we contacted all those people and have redressed and reversed all of those charges. I will take a look at your Cycle Hire account when I get back to ensure that we have actually dealt with that.

Secondly, we had - and I think there was a gentleman on the radio again this morning - an incident at the end of August where 15 people had late return charges doubled and trebled on their account. Again, those had to be unwound. Those were all unwound before the end of August and those people were individually compensated and dealt with.

To my knowledge, and certainly within the last six weeks, we have had no issues and no reported incidents of people getting significant erroneous bills or charges. Where we did have the problems at the beginning of August were for very small amounts. It does not mean that it is right because people were waiting for it to be fixed, but I am not aware of any outstanding issues that we have got at this moment in time, or previously.

Murad Qureshi (AM): Financially, I have got broad shoulders and I can probably deal with these things eventually coming in, but for the student these are considerable amounts --

Jeroen Weimar (Managing Director, Serco Transport): No, no. Sure. £50 I would regard as being a high amount in the context of this kind of scheme.

Where we did have some confusion at the outset is around people applying for duplicate keys and duplicate membership keys. This may have come up in some of your research earlier where, I think, we were not as clear as we could have been in the way we communicated to our customers that, if you applied for more than one key, you would end up paying multiple memberships. Two keys means two memberships and means two annual charges or whatever system you are going for. We did have some customers who were caught up in that in the early weeks of August. Again, we recognised that. We changed the way the website worked, we changed the way the application process worked and we refunded all those people who did not want to have duplicate memberships and who just wanted to have some spare keys.

As David [Brown] indicated earlier, that is why we wanted to work with those initial registered members to ensure that what we thought was quite a logical system, actually, to the customers, sometimes was not quite as logical and the system did not work in the way they wanted to use it and, therefore, we have corrected and addressed that in the very early days.

Murad Qureshi (AM): The bizarre thing is this trip for the £52 was Bell Street to Warwick Avenue. However drunk I was there is no way I --

Jeroen Weimar (Managing Director, Serco Transport): Walk slow. Are there still outstanding issues as far as you are concerned?

Valerie Shawcross (Chair): Let us not do our committee casework here because we have all got a problem!

Jeroen, if you look at the research we have done, in terms of people calling the support centre, there has been a very bad public experience of the call centre. The call centre is, clearly, not as robust as the bikes. I think 39 per cent have said poor or very poor. I think we all remember how bad things were when the Congestion Charging call centre first started. We would like to see the call centre and the support services improve rapidly from what has, obviously, been a very bad start. What are you doing about that?

Jeroen Weimar (Managing Director, Serco Transport): Chair, I absolutely recognise that and that makes painful reading. The issue with the contact centre is that we, frankly, did not expect to see the volume of demand that we saw in the early days. We had provided additional staff. We had everybody on shifts in the first two or three weeks. We were getting 4,000 plus registrations a day coming in and 4,000/5,000 calls a day coming in to the contact centre, which was calibrated to handle up to about 2,000 calls. So a large number of people who were calling in – partly because the website was not as clear as it could have been and partly because there was some confusion about how some aspects of the scheme worked – more people called the contact centre. Everybody's call was dealt with but often by an overflow centre where, unavoidably, people's names and details were taken but their problem could not be solved. For many people that caused even further aggravation because you then had to wait one or two days before someone phoned you back and said, "By the way, you had a question. What was it?" That is not fantastic.

We have had a number of reviews undertaken at the contact centre. We have brought more staff in during the month of August. We had a review done by TfL which is pretty critical of us at the end of August. I think those issues have been, substantially, addressed. We are not completely there yet but I think we are, certainly, in a much better place. We are now running at around 500 registrations a day and we are running at around 1,000 to 1,500 calls a day. People's questions are being dealt with. We have never had long queues at the contact centre and, even at this week, we are looking at about 20 second average queuing time. It is a much better and more controlled place but I absolutely accept and apologise to those customers who were involved in those early weeks where there were some issues and it should not have happened.

Valerie Shawcross (Chair): It was awful.

Jeroen Weimar (Managing Director, Serco Transport): Yes.

Caroline Pidgeon (Deputy Chair): I am still not clear about the multiple keys. We have all had lots of casework on that. If you have registered and you wanted, say, four keys – one for yourself and one, occasionally, for the family to go out – but you want it all to go from your credit card and your account, will you only be charged once when you go out yourself and then the others are charged if they are used, or not? That would be the reason why I would have thought a lot of people would have it.

Jeroen Weimar (Managing Director, Serco Transport): Caroline, that is exactly the confusion we had with the way the key system was set up. My new boss experienced this. He wanted a key for himself and he wants three keys for his family. He bought annual

memberships because he is a generous sort of chap. He ended up paying TfL £196 for the privilege because he bought, essentially, four parallel memberships. That is, clearly, not what he wanted to do.

The way the key system works, at the moment, is, if I set up a membership in my own name and ask for two keys, I will have two live memberships which I will pay full whack for. One of the best features of the scheme, to be honest is, if you can, have a membership just for one day which you can renew automatically whenever you use the scheme. Of course that is something which, for people who are occasional users, is a much better value scheme because you would then, if you are using it --

Victoria Borwick (AM): That is what I have done and I have had problems with that too.

Jeroen Weimar (Managing Director, Serco Transport): The best example would be if you take the one key for yourself for a one day auto renewal for an occasional user, you would pay £1 membership for every day you use the scheme, but it will only renew - a bit like the Oyster - when you actually use the scheme.

The complication comes when people then have two or three keys for one day membership but all on the same account and all those keys would then reactivate on the day that one key was being used. That is not as useful.

What we have advised our customers to do, if you want to have multiple keys, you need to have separate memberships in separate names to run them in parallel. It is not fantastic.

Caroline Pidgeon (Deputy Chair): The thing I was trying to tease out is, if I had signed up for four keys for myself to use regularly and then my family occasionally - forget the membership - I understood when I looked online that you had to pay for each one as a membership. If I go out and use mine but it is not my family using it, would I be charged for however many keys I have got?

Jeroen Weimar (Managing Director, Serco Transport): We are changing that at the moment but that is the way the system works.

Caroline Pidgeon (Deputy Chair): That makes no sense.

Jeroen Weimar (Managing Director, Serco Transport): Correct. It works for some people but it does not work for the vast majority who would want to use it in the way you have described.

Valerie Shawcross (Chair): It was not what people expected.

Caroline Pidgeon (Deputy Chair): No. OK. That is clear. You are changing that. Good.

Victoria Borwick (AM): I tried the second lot but the trouble is you cannot renew £1 at a time on the web because it always asks you to buy another key. It does not give you the option of a zero key.

Jeroen Weimar (Managing Director, Serco Transport): In fairness, Victoria, I think that is where auto renew works quite well, whereby, if you set your key up to automatic when you want to use it --

Victoria Borwick (AM): Yes, but, unfortunately, I had reached my credit limit and I could not auto renew.

Valerie Shawcross (Chair): All right. We are doing --

Victoria Borwick (AM): I do not want to do that. What I am saying to you is why, when you have got a system where people can buy it on the web for £1, are you not letting people buy it on the web for £1?

Valerie Shawcross (Chair): You are looking at this one.

Jeroen Weimar (Managing Director, Serco Transport): Yes, we are. We are looking at it. Sorry, I do not quite get the question.

Victoria Borwick (AM): If you want to buy £1 but you do not want another key and you do not want to auto renew because you have got some other problem and you just want to ring up and buy £1 because you are an occasional user, it always asks you how many keys you want. It does not give you the option of zero keys. In other words, you cannot just buy another £1 because on you go to the next page and it always says, "Do you want a key?"

Jeroen Weimar (Managing Director, Serco Transport): Correct. We are looking at all that. That is the way the online system was designed, primarily around giving people memberships, giving people keys and giving them options of auto renew. In fairness, that is what the bulk of our members now want to use.

Valerie Shawcross (Chair): Some of this has to be clarified for when the casual users come in.

Victoria Borwick (AM): If you look through the comments that we have received, most of the queries are about the people who do not want to spend the £48 for annual and, therefore, it is the small usage people at the moment who are being affected. I have to say, like Murad [Qureshi], I was also overcharged one day. When I rang up they took it off. I think, as I say and exactly as the Chair said, the stuff on the street is quite robust, but I think behind the scenes you still need some sorting out to do.

Valerie Shawcross (Chair): All right. There is sorting out to be done. It has let the whole thing down. The encouragement is to get on top of this. Can we move on? We have flagged that area up very strongly as an issue.

Jeroen Weimar (Managing Director, Serco Transport): Chair, one final point on that if you will allow me? What we have seen in the first two months is about the changing use of the scheme and more and more people are taking the one day membership and auto renew because it is actually a very good value product. So people are shifting, gradually, away from the annuals towards the one day repeating product which, again, reflects the point Oliver [Schick] makes around it is the occasional mixed mode user who has started to adopt the scheme and started to use it now.

James Cleverly (AM): In terms of future investigations we might put into this. You mentioned, in response to people's experiences with the call centre, the average queue was 20 seconds. Average queue times to call centres are all well and good, but they tend to be distorted by the huge number of people that get through instantly. What would be very useful for us was if you could have a scatter graph so that we can see what the average loiter time is, but also the peak because it tends to be distorted in that way.

Valerie Shawcross (Chair): Yes, I think that is true. I think if there is an area we will come back to later today it will probably be this one.

Joanne McCartney (AM): Just quickly about the call centre because I notice it is an 0845 number which could be quite expensive if you are phoning from a mobile. If you are out and about and you have got a problem with one of your bikes or whatever, we have had some complaints that people say they get through, they know it is expensive and they then get a range of options. There is no easy way in to say you are out and about at the moment and there is no quick way through the menus you have to go through. Is that something you are looking at as well?

Valerie Shawcross (Chair): An urgent help option.

Jeroen Weimar (Managing Director, Serco Transport): I can certainly take a look at it.

David Brown (Managing Director, Surface Transport, TfL): It came out from your research. I thought that was a very valid point; that we need to find a way round that.

Victoria Borwick (AM): When you first ring there is all this, "You will be recorded and thank you very much and la di da."

Valerie Shawcross (Chair): Great. Good points. Thank you very much. I had a couple of questions about safety and, I mean, particularly helmets. We are going to talk about Cycling Superhighways later but just on the Cycle Hire scheme we have had some very interesting commentary from Headway which is a head injuries charity. It is very concerned about the lack of encouragement to Cycle Hire users to use helmets. I think we all understand and appreciate that, practically, you cannot really be renting out helmets on the streets - they are different sizes and other issues around that - but I think it is the case that the publicity for the scheme does not show people using helmets, the information on the posts is very low priority and it says you could consider rather than you should use a helmet. The Highway Code says you should use a helmet. There is not really much active encouragement to people to use helmets. Why is that, given that there is a lot of evidence to show that helmets protect people from significant head injuries?

David Brown (Managing Director, Surface Transport, TfL): I understand the point you are making. The overview, at the moment, is there have been seven minor injuries so far out of those one million and a bit journeys. There were allegations in the press of two people having head injuries but our knowledge and our intelligence on that is people just had a cursory scan as they went into hospital. So, at the moment, the injury rate is very, very low.

What we have also been doing is we have incorporated all our safety messages into the Cycle Hire scheme, as we have across the whole of the safety agenda. There is a difference in the terminology that we use. We also do encourage people; we have got special offers where they can get discounts on helmets when they register as members. We are doing things like that.

There is nothing deliberate about not showing people with helmets on. We are saying to people, "Yes, you should wear a helmet if you have got one available". The film shows that people have been doing that.

Valerie Shawcross (Chair): OK, David [Brown]. I like the second half of that reply but not the first half because the first half was a piece of denial. I think there is plenty of medical evidence to say it is really important to have a helmet.

James Cleverly (AM): Chair, there is also contrary evidence as well.

Gina Harkell (Joint Chair, London Boroughs Cycling Officers Group): The British Medical Association actually opposes them.

Valerie Shawcross (Chair): Sorry, can I just say that the Highway Code - if people want to argue about the medical evidence - says you should wear a helmet. I think there is an argument that says you could be more proactive in encouraging people to take a helmet into their office and use it because not all of the publicity shows people using helmets.

David Brown (Managing Director, Surface Transport, TfL): I understand the point you are making. One of the things is bike hire across the world - where they have made it compulsory - my understanding is that it has been a very low take-up. You have got this balance between trying to get high take-ups and not imposing conditions on how you should cycle.

Valerie Shawcross (Chair): Nobody is saying impose it.

David Brown (Managing Director, Surface Transport, TfL): I understand that. I take on board what you say.

Valerie Shawcross (Chair): I think that everybody understands that. I think there is an argument about the degree to which you encourage and point out to people that it is better to wear a helmet if you can. Does the LCC have a view on that one?

Oliver Schick (Chair, Campaign Policy Committee, London Cycling Campaign): Yes, of course we do. It is interesting; in a nutshell the risk is widely overstated. All the evidence from around the world shows that high rates of helmet wearing - including in countries where helmet compulsion was introduced, like Australia - there have not been any benefits. In fact, the rate of head injuries in Australia has gone up. There is more evidence from around the world.

It is a bit of a counter intuitive thing, curiously enough. There is something that is known as risk compensation which means that when people feel protected they take more risks. It is a technical matter that would be interesting for the Committee to investigate and pull together the evidence from around the world just to be quite clear. No one denies that if someone falls on their head and they have a piece of protective equipment on - or the side of their head - that there may be a benefit, but even that is disputed among medical people. It is a complex matter.

Valerie Shawcross (Chair): We have the fact that the national government advice is that you should - and that is the word that is used.

Steve O'Connell (AM): You did not like that comment did you, Chair?!

Valerie Shawcross (Chair): I think the problem is, if we have got national advice that says that you should wear a helmet, are we, as London, going to go --

James Cleverly (AM): The Government is never wrong!

Steve O’Connell (AM): That is all right then.

Valerie Shawcross (Chair): Is TfL going to go on its own ...?

James Cleverly (AM): Chair, I would suggest this whole line of questioning is predicated on a personal assumption. We just had someone, whose opinion I respect quite highly, saying that, at best, the jury is still out on this one.

Valerie Shawcross (Chair): OK. We are asking questions at this stage. I have a personal view of this and, as a Committee Member --

Steve O’Connell (AM): Which is not the Committee’s view.

Valerie Shawcross (Chair): -- I am entitled to ask that question. I have been informed by Headway, which is a head injury charity. Also I would just make the point that lots of the people using the Cycle Hire scheme at the moment are clearly experienced cyclists but when we get into casual users there may be a different situation, with tourists and people who are less experienced at cycling. Is there an issue or isn’t there? You are saying absolutely there is not. TfL, are you saying there is an issue or not?

David Brown (Managing Director, Surface Transport, TfL): We are saying we try to give people the choice. We are saying to people it is their choice. We are not saying, “You must not cycle without a helmet”. We are saying, “You should consider wearing a helmet”.

Valerie Shawcross (Chair): How do you inform that choice then? If you give people a choice you have to inform them about the choice.

David Brown (Managing Director, Surface Transport, TfL): We inform them through the terminal because there is information on the terminal. There is actually a safety message on the bike but that is not to do with helmets. We inform them through the membership pack that goes out.

Valerie Shawcross (Chair): All right. The safety message is not the same as the Highway Code. That is my point.

Steve O’Connell (AM): Personal point made, Chair.

Valerie Shawcross (Chair): OK. What about training? What are you doing about encouraging people to take up training?

David Brown (Managing Director, Surface Transport, TfL): Part of that membership pack also includes issues about that --.

Mick Hickford (Head of Special Projects, TfL): We have given more money to the boroughs within the scheme area to encourage people to get trained. We have actually given them Cycle Hire bicycles as well, so people can go and get trained there. The deal that we have done is to say that anyone from within Greater London can go into those boroughs - you do not have to be a resident in those boroughs - and get trained on a Cycle Hire bike.

Jenny Jones (AM): I never wear a helmet and I did not know it was the Highway Code so I am obviously breaking the law.

Valerie Shawcross (Chair): No, it says you should. It does not say you must.

Jenny Jones (AM): All right. OK. I do think it is slightly different for a public body. I am not with the Chair on this but I think, perhaps, the difference between could and should, next time you update your information it might be worthwhile doing that.

Can I ask you about the take up of the training because I did not know about this extra funding for boroughs? What is the figure for that extra funding?

Mick Hickford (Head of Special Projects, TfL): I do not have the figures, Jenny [Jones]. I will get the figures from the boroughs. The boroughs are coming out and training on our behalf. I will come back to you when I get the numbers.

Jenny Jones (AM): I think that is quite an important component because I have been astonished at how few injuries there have been and I am delighted about it.

Murad Qureshi (AM): Chair, I just want to declare that, when I do get on a cycle, I do not wear a helmet. The thing that I noticed in the scheme which has been done well is the notice on the bike handle telling us not to go on the left of heavy vehicles. That is a very good reminder. It is cutting off big vehicles because the bike is fairly clunky it is just not possible to speed off.

The thing that concerns me is abiding by the Highway Code. I have noticed, while riding in the hire scheme, how other cyclists seem to be rushing all over the place and on pavements. I get the impression those of us on the bike hire scheme seem to be a bit more responsible about following the Highway Code. I am not trying to cause conflict between different groups of cyclists but I think, because we are labelled and the bikes are numbered, there is a more conscious effort being made, for example, not to get on the pavements.

Victoria Borwick (AM): Absolutely. We are plodding along and the others are going mad.

Murad Qureshi (AM): We are plodding along whilst others are just racing ahead. I think there are some lessons to be learnt possibly for other cyclists. I do not think that the helmet is the big issue or the hang up that we should be concentrating on. It is between cyclists and pedestrians and cyclists and heavy vehicles.

David Brown (Managing Director, Surface Transport, TfL): If that was a question. There are different types of cyclists out there and, yes, you do get the people who are Lycra clad, head down and on a high speed racing bike who cycle very differently from someone who is just plodding along on a bike hire scheme. You will have a different perception.

I just want to reinforce your point. There were, unfortunately, 13 deaths last year. Nine of them took place with people killed through under taking or a left turning vehicle. If there is one safety message to get out it is do not go up the inside of a heavy goods vehicle that is turning left. What we sometimes find is it is sometimes the experienced cyclists who do that because they think they understand it all and they are immune. You have either got to get in front or you have got to sit back. That is the strong safety message.

Victoria Borwick (AM): That is a really good message.

Murad Qureshi (AM): That is on the bike handle which is very handy.

Valerie Shawcross (Chair): OK. Let us have some questions about the future of the scheme then.

Caroline Pidgeon (Deputy Chair): I want to pick up how you are looking to expand the scheme. Obviously there has been a lot of discussion online about wanting the scheme to go south but also just outside to Dollis Hill and Brent and those kinds of places. I think, particularly, there was confusion because I had asked a question of the Mayor about this and he had talked about areas with no Tube stations. I said could that be a criterion you might use in the future? Could it not be incorporated in isolation to the rest of the network? I think we possibly understood that but people started to read that as, if you have not got a Tube station, you are not going to get the scheme expanded. How are you going to go about planning where you expand the scheme and what consultation will you be carrying out with Londoners?

David Brown (Managing Director, Surface Transport, TfL): It will be no surprise to you to learn that the Mayor is very keen to expand the scheme. I think we need to await the outcome of the Comprehensive Spending Review in terms of what that delivers to us before we make a final announcement one way or t'other about what happens next.

I think not extending the scheme in isolation is a very valid point. If you went out to Croydon, Redbridge or somewhere else you have got new set up costs, you are not getting the economies of scale, you have got a different clientele and you have got to do the market research as to whether places like that would have a critical mass. The only real way you have got to expand the scheme is to have bolt on areas. The bolt on areas: are you going to look at the tomography? Are you going to look at the demography?

One important thing would be access to other employment centres because you do not want to just create another area which is all flowing in; you want to create other movements within that area. You want to find somewhere like Canary Wharf or another attraction, say like the Olympic Park, or Camden which has got the attraction of Camden Lock. You want to find something else within that area which is creating different movements.

When we - I am pretty confident we will - extend the scheme, you will intensify the centre again. For every extra docking space you put outside you have got to find a corresponding one inside which is why it is quite crucial that we are trying to find different movements as well on any extension.

Caroline Pidgeon (Deputy Chair): I understand some of those issues you are saying and that is very useful. You have got to wait for the Comprehensive Spending Review. Everyone is saying that at the moment which is understandable.

Looking forward then, are you talking to boroughs to say, "Do you want to make the case why your area might want to be expanded?" or are you just doing it --

David Brown (Managing Director, Surface Transport, TfL): We are talking to boroughs.

Caroline Pidgeon (Deputy Chair): Do you want to give us examples of which boroughs you are talking to?

David Brown (Managing Director, Surface Transport, TfL): Tower Hamlets. Camden. They are just two off the top of my head. We have spoken to both of them.

Caroline Pidgeon (Deputy Chair): Would you be able to provide us with a list of all of them that you are talking to and where you are considering?

David Brown (Managing Director, Surface Transport, TfL): I think 20 October 2010 is not far away and we will find out more information after then.

Caroline Pidgeon (Deputy Chair): You could still let us know whom you are talking to. It is useful to get a feel. Just outside the zone, let alone further away from that.

David Brown (Managing Director, Surface Transport, TfL): Yes, we can do that.

Caroline Pidgeon (Deputy Chair): What about expanding the scheme at railway stations in central London? Waterloo I always hear about and you have had special arrangements in place to take the bikes.

David Brown (Managing Director, Surface Transport, TfL): It is a good question. We never set out for this scheme to deal with the commuter market from the railway hubs. That was never the intention of it because we knew that we could never cope with that level of demand.

Jenny Jones (AM): It was originally. It was originally.

David Brown (Managing Director, Surface Transport, TfL): Not in our planning. We have been arguing from day one. I will just explain the reason why. The numbers of potential commuters that come from the railway hubs would have required the space of 24 football pitches to have parked all those bikes, and the corresponding size, in central London, to receive them all. We were never ever going to manage to cater for the demand from the railway hubs. We always knew that. Just like in Paris, where they have a lot of docking stations round the corner and nearby, that is really what we have tried to do. We also were thwarted by the lack of available space around these spaces. Let alone getting to 24 football pitch sizes we could not find much space at all.

Where we will get to is we will get a situation where we will cater for 350 at Waterloo so we have got extra space coming in at Waterloo very shortly, which is fairly innovative. We have worked very well with Network Rail to get the site. When we get to 350 we will say stick. That is the number we will have there.

Caroline Pidgeon (Deputy Chair): So 350 spaces will go in at Waterloo.

David Brown (Managing Director, Surface Transport, TfL): If it does not cater for demand it does not cater for demand. We will not be able to do it.

Caroline Pidgeon (Deputy Chair): When will they be in by?

David Brown (Managing Director, Surface Transport, TfL): Hopefully by November.

Caroline Pidgeon (Deputy Chair): November. That is good.

David Brown (Managing Director, Surface Transport, TfL): At the moment what Jeroen's [Weimar] people have been doing is racking the bikes up at Waterloo - a very manually intensive process - so you have got all these bikes stored and, as people take a bike, they put one back into the docking station, and they do the reverse at night. It is very manually

intensive. We will change all that when we end up with the new arrangements at Waterloo, although we may have one person keep an eye on it still.

What we are trying to do is work around the railway termini to get to those sorts of numbers as best we can. That is all we can really do. You have got to find the corresponding space in the centre of London to deal with it. There is no point in finding it at one and not finding it at t'other.

Caroline Pidgeon (Deputy Chair): I think we touch on it a little bit later but, as part of this forward planning and looking at where you are going to expand and expanding at railway stations, are you going to be looking at sites that just are not working, nobody is using them and they are really not popular, to take them out and move those into other areas where you think there will be more take up?

David Brown (Managing Director, Surface Transport, TfL): I think we will at some point but it is too early for us to be doing that at the moment because we really want to get a whole year under our belt of casual users, different users and different weathers. By spring next year, and summer next year, we will have a better understanding of the whole distribution that has taken place.

We have got some docking stations which are not wholly used at the moment. We have got some docking stations which are so intensively used we could quadruple the size of them and still would not have enough. We have got to look at that balance. You are still trying to create a scheme which is accessible for as many people as possible and not just catering for those main journeys. You still want the availability all over the place, just in case people do want to use it on an occasional basis.

Joanne McCartney (AM): You mentioned two boroughs that you are talking to, which is Camden and Tower Hamlets. Have you approached them or have they approached you? Are you talking to any boroughs in the outer London ring at all or is that not practical?

David Brown (Managing Director, Surface Transport, TfL): When we spoke about Superhighways we spoke to every borough. We did not on Cycle Hire. I could not tell you off the top of my head. It has just happened. I happen to know we have talked to those boroughs because there have been contacts and I have spoken to somebody and they have said they are interested and we have had that communication.

Joanne McCartney (AM): Is there a link between the bike hire scheme and the Superhighways? For example, could you extend docking stations along the Superhighways? Is that something you have looked at?

David Brown (Managing Director, Surface Transport, TfL): They are different markets. They are entirely different markets. We set out at the beginning with a policy strategy document which said we have got central London hubs, which is about 15 per cent of the market, we have got the commuter zones, which is another 70 per cent of the market, and then we have got the borough cycle initiatives. So we have got the borough based initiatives around the outside of London, which is another market again; that is people commuting into town centres etc. They are very distinct markets and we will deal with them as that.

Penny Rees (Senior Programme Manager, Surface Transport, TfL): There is a nice bit of synergy with the Superhighway, Route 3, which opened this year, and the potential expansion

of the Cycle Hire scheme. Route 3 does connect Canary Wharf and the City so, again, there is potentially scope for greater intervention there.

Andrew Boff (AM): I wanted to ask if there is a logical maximum size for the Cycle Hire scheme? How big can it get? There must be an upper size to it. Or are we just going to use time to find out how big it can be?

David Brown (Managing Director, Surface Transport, TfL): I do not know, actually. I think one of the limiting funds will be money. What we have to do going forward is being more imaginative about how we get the funding for it. We have done very well to get the sponsorship out of Barclays. Murad [Qureshi] said earlier that businesses may start saying, "We want a docking station outside our business". Fine. Then you can pay for it. At the moment I can see cost being an inhibitor, rather than demand being an inhibitor. Paris is still growing and it is at 20,000 bikes, I think, at the moment.

Andrew Boff (AM): In terms of coverage and the distances you can travel on a Cycle Hire scheme, what is the furthest? Physically how big can it be, rather than the number of --

David Brown (Managing Director, Surface Transport, TfL): It is for short journeys. It is for short journeys going to distinct employment or social areas. You would have a hard job to stick it out in Hillingdon, for instance. It just would not work. You have got to have a critical mass to make it work.

Andrew Boff (AM): Are there any other parts of London which could benefit from another Cycle Hire scheme but not central London?

David Brown (Managing Director, Surface Transport, TfL): I think we would have to do the market research on it. Croydon would be an example where you have got enough concentrated employment opportunities. You have got to get a critical mass.

Valerie Shawcross (Chair): I was going to bring Steve [O'Connell] in because I can see him hovering anxiously to put in his bid for the Croydon scheme.

Steve O'Connell (AM): Picking up on Andrew's points, two-fold on the Croydons, Suttons, Mertons and Bromleys. There may be a case for Superhighways to be orbital. The case made earlier was that a Bromley or a Croydon may or may not lend itself to a Cycle Hire scheme because you need two points. What you have got in Croydon is you have got a second business terminal out in London as a British Rail terminal and you have got a very high employment input so there would be a logic to have cycles there. Your point earlier was where is the other part of the equation? Where are they coming from? Where are they docking and leaving? I would be interested for you to confirm your thoughts around that.

Secondly to me, an area like Croydon or Sutton is pretty underdeveloped for cycling. There is a demand but not a capability. One thing that would attract the outside of London would be an orbital route where people would cycle from Sutton to Croydon to Bromley and round that sort of route. On those two points, David [Brown], what are your thoughts?

David Brown (Managing Director, Surface Transport, TfL): Generally speaking, taking the latter bit first, those sorts of routes are catered for through Greenways and through other borough initiatives in terms of cycle paths etc than Cycling Superhighways. If we took Clapham Common, where I said earlier there was a 90 per cent increase, when I said there were 500 cycle movements that is before the 90 per cent increase. There were already a large number of

people using that route. The business case is based on journey times. You are saying journey times for 500 people that are already there, and then you are encouraging more people to go on that route. You are looking at large volumes of people for Cycling Superhighways to make the cases work.

You are less likely to get that on an orbital basis because of the different employment opportunities and social opportunities. What you do is you deal with that through Greenways and through borough cycle paths etc etc.

Steve O'Connell (AM): There is room for improvement for capacity --

David Brown (Managing Director, Surface Transport, TfL): There is always room for improvement. Without a doubt.

Steve O'Connell (AM): -- on the outer London routes.

David Brown (Managing Director, Surface Transport, TfL): Croydon is an interesting one, as you say, in terms of bike hire because you would have to do the market research. It has got the employment attraction and it has got the shopping attraction but where are they coming from?

Steve O'Connell (AM): Exactly. That is the challenge isn't it?

David Brown (Managing Director, Surface Transport, TfL): That would be the problem. That would be a challenge. Do the bikes just go to the railway hub and go out from there? In which case, it could be a very small scheme. I do not know. You would have to do a lot of research.

Steve O'Connell (AM): The Chair would know particularly, coming into the centre of Croydon an enormous number of people are jamming up the A23s and the A22s.

Valerie Shawcross (Chair): It functions like a city, basically.

Steve O'Connell (AM): Indeed. There is a case but perhaps we can pick that up separately.

Valerie Shawcross (Chair): OK. We need to wrap up the section on Cycle Hire and then move on and do some more work on Superhighways. Did anybody have any last questions about improving the Cycle Hire scheme?

James Cleverly (AM): Yes, indeed. Thank you. Obviously, we have looked at the physical expansion and some of the challenges around that. I would like to look at other improvements on the more technology-oriented side. One of the most popular questions we get asked is when will we be able to use the Oyster Card to hire the bikes?

David Brown (Managing Director, Surface Transport, TfL): We do not really have any plans to use the Oyster Card. The simple reason --

James Cleverly (AM): Wrong answer!

David Brown (Managing Director, Surface Transport, TfL): It is the right answer. Oyster is too technically advanced for what we need for the system. We do not need the amount of gear that is on an Oyster Card to do it so it would be over priced. We do not need the readers

that they work on on Oyster Card. We do not need that level of technology in terms of sticking something into a docking station and, therefore, it is more expensive. It would have cost us far too much money and we could not have got it developed in time to do the scheme.

The third major reason is we are moving on from Oyster. It is moving on to contactless payment. If we invested all that money and delayed the scheme in Oyster we would find ourselves behind the curve anyway because things are moving on to contactless.

James Cleverly (AM): At some point in the future as we move to the casual users you are going to have the pay at the terminal facility. What you are saying is your intention is to future proof it by jumping ahead to the point where --

David Brown (Managing Director, Surface Transport, TfL): That is the more logical thing to do, yes.

James Cleverly (AM): Timescales?

David Brown (Managing Director, Surface Transport, TfL): We have not got there yet. It works very well having the Cycle Hire key. It is pretty simple, it is pretty robust, you stick it in and it works. We have been pretty focused on making that happen.

James Cleverly (AM): I think that is something that may need to be communicated because there is a lot of frustration that people cannot use Oyster, but I understand the reasons behind it.

The next thing then would be in terms of information. We have discussed already people's use of the call centre. I know the Mayor made a big thing last year about the freeing up of raw data to encourage third party app developments. Do we already have plans in place - throw into the cloud - the availability of docking capacity --

David Brown (Managing Director, Surface Transport, TfL): It is all out there.

James Cleverly (AM): It is out there at the moment?

David Brown (Managing Director, Surface Transport, TfL): There are some really good apps out there that provide some excellent information.

James Cleverly (AM): Are we linking to those? Are we being on the precious with the TfL website or are we linking to those?

David Brown (Managing Director, Surface Transport, TfL): No. Not at all. They are scraping that data off. They have created the apps.

James Cleverly (AM): I mean in terms of, on the TfL website, have you got a little link through to say, "Click here on your iPhone or other non-branded 3G" --

David Brown (Managing Director, Surface Transport, TfL): I do not think we do that for anything - I am doing this off the top of my head - simply because it is a commercial activity.

Mick Hickford (Head of Special Projects, TfL): The way that it is working at the moment is that the data is being scraped from the website and being used on numerous apps. We are

looking to make that data available in a regular way such that the scraping is not necessary. Cannot do timescale but it is in the near future.

David Brown (Managing Director, Surface Transport, TfL): That is different from what you are saying, which is when you have a link into the app. I am not sure about that because I think, actually, that could be about commercialising the website which I do not think we would be keen to do. There are apps for Underground, there are apps for buses and there are apps for cycling now. They are all very good.

Victoria Borwick (AM): You can see where the Tube is. Why can you not see where the --

James Cleverly (AM): Two other quick areas. One of them is with regard to broadening the spectrum of users. There have been queries about whether or not we could have some trikes that would be compatible with the docking stations to enable disabled users to take advantage of that. Have you looked into that? Do you have any ideas of costing feasibility at this stage?

David Brown (Managing Director, Surface Transport, TfL): I am not aware. Mick?

Mick Hickford (Head of Special Projects, TfL): The problem we have - and I am aware of those requests as well - is, of course, that you need to provide a slightly different set up to dock a trike both at the origin and at the destination.

James Cleverly (AM): I could understand why that would be a game changer but is there not a facility whereby a trike could be designed that would be compatible? You would need to be able to use it as broadly as the scheme so you would need to be able to dock it in the same docking stations.

Mick Hickford (Head of Special Projects, TfL): Exactly the point. Almost all of the docking stations are the same design. The way the scheme works at the moment is there is one design so you are guaranteed that, wherever you go, you will find a docking station that is compatible with your bicycle.

Jeroen Weimar (Managing Director, Serco Transport): The issue with trikes, James, is it is the width of the rear axle; it is just too wide given the space we have got within the existing docking station. What you would have to do is space the docking points further apart which reduces the amount of space you can get normal bikes in. What we then find is that we lose the overall number of docking points you have got available to the scheme which means that the vast majority of users would not be able to use the scheme because, instead of having 10,000 docking points, you would have 8,000 docking points, or 7,000 docking points.

James Cleverly (AM): One final one - because I know we are up against it - with regard to the intellectual property (IP) around this and the value of the knowledge that we are going to be building up. Obviously this is based on other schemes around the world but there are lessons that have been discussed that we are learning and there is the whole of IP tied up in this. When the provincial cities that always look to London as their exemplar decide that they also want a Cycle Hire scheme, are we going to be able to recoup some of the development costs that we have invested when we sell our IP to them and when we do all our consulting services, so they do not have to relearn the lessons that we learned in those first couple of weeks? Are we going to recoup some money? If not, why not?

David Brown (Managing Director, Surface Transport, TfL): In terms of the first one I am not quite sure how we would do that, in practice, because some of this comes from Bixi [a

public bicycle sharing system] and I would have to work through how we dealt with that, so I am not quite clear on that one.

In terms of the second one, there is a worldwide community of people doing these bike hires and, to be honest, I would provide the information to them for free. I have had it for free; I am going to provide it for free. I am quite happy to do that. People come to us all the time, every week, to learn about Congestion Charging. We do not charge them for doing that. We give that information out. The same way as the management of the Vélib' scheme came to us and was very generous with their time and advice, and we took on board a lot of that advice, I would do the same.

James Cleverly (AM): A fraternity of cycle hire.

David Brown (Managing Director, Surface Transport, TfL): I just think that is the right thing to do.

Valerie Shawcross (Chair): Thank you, James. Any quick last questions on Cycle Hire before we move on?

Jenny Jones (AM): I have just been updated by somebody, very kindly, who is listening. It is a BBC blog which does not quite fit with the vehicles that you say you are using. You are going to have to correct the blog if it is not right. It says there are now rental transit vans being drafted in to help, along with some Ford Focus vehicles. These extra vehicles are neither electric nor green. TfL says that is a short to medium term solution.

Jeroen Weimar (Managing Director, Serco Transport): There are some transits we are using in the Holborn Circus additional redistribution point. Absolutely right. Those are not part of the normal fleet. They are short-term rental vehicles.

Jenny Jones (AM): It is quite important to give us accurate information. Thank you.

Valerie Shawcross (Chair): Perhaps Jeroen [Weimar] could write to us with the accurate information?

Jeroen Weimar (Managing Director, Serco Transport): Sure.

Jenny Jones (AM): And plans for replacing them with green vehicles.

Jeroen Weimar (Managing Director, Serco Transport): The point there though, Chair, is that those vehicles are not part of our fleet, they are not intended to be part of our fleet and we do not have any intention to keep hold of them. They are a short term measure to help make the scheme work --

Valerie Shawcross (Chair): Let us have the detail in writing.

Jeroen Weimar (Managing Director, Serco Transport): I am happy to clarify that.

Murad Qureshi (AM): How dependent are we on private sponsorship for the expansion of the scheme, given that Barclays contributed £25 million of the £140 million? If it is going to go to other local authorities do they need to have a developer in tow?

David Brown (Managing Director, Surface Transport, TfL): I think it is a bit like my answer earlier to Andrew [Boff] which is that we have to be imaginative about how we get the funding for the scheme to expand it. It could be at a very local level and it could be at the sponsorship level. I think the contribution of £25 million from Barclays is significant in terms of allowing us to potentially expand it.

Valerie Shawcross (Chair): OK. The TfL Board received a paper that said it would cost £100 million to expand it, so I think we are talking about big figures.

Let us move on to the Cycling Superhighways and I think a bit more of an opportunity for Gina [Harkell] and Oliver [Schick] to come in on this one. We are going to give our super cyclists, who use the Cycling Superhighways, the first opportunities to quiz on this one.

Andrew Boff (AM): I would not say I was a super cyclist! I just do it a lot! Can I ask both Gina [Harkell] and Oliver [Schick] about what lessons we should be learning from the development pilot Superhighways? What should we take from the first two and how should we feed that information into the future Superhighways that are being developed?

David Brown (Managing Director, Surface Transport, TfL): I think some of the lessons we have learned are of a practical nature rather than perhaps the end user nature; so how we deal with the traffic orders. We have got to be smoother and slicker about getting the traffic always in place and getting enough time to do the traffic orders. Some of our issues are the pragmatic project management issues that we have learned from that process. Certainly we have got to think about how we deliver some of those softer measures across the route and we have got to start delivering them earlier. It has taken us longer time to get them up and running. We really would want them up and running at the beginning rather than halfway through perhaps.

Some real practical things: some of the logos we would space further apart because we are trying to balance what residents need against the clear signposting of the route. We would do things like that. We would most probably try to see how we could encourage 20 mile per hour (mph) zones as part of this package and see how that could work, in practice.

I am going to hand over to Penny [Rees] to see if Penny wants to add any more to that.

Penny Rees (Senior Programme Manager, Surface Transport, TfL): Thank you, David. I think the only thing to clarify is we have had some very strong feedback from end users and LCC about a preference for mandatory lanes wherever possible. I will confess it could have done with more time on the pilot to implement the traffic regulation order to make the cycle lanes mandatory.

What we are doing on the Stockwell Superhighway, Route 8, which is one of the next ones to come along, is we have built time in the programme to do the local consultation required to make the cycle lane mandatory and we are hoping to get 25 per cent of Route 8 as mandatory lanes, rather than advisory. That is definitely a big step forward in terms of those cyclists that want to feel protected from the general traffic.

Going back to David's point about 20 mph zones - and I know Jenny [Jones] feels very strongly about this - we started to look at Route 12 in north London. The London Borough of Islington is very passionate about 20 mph zones. I know Jenny is. We would really like to look at that as a serious prospect along Route 12. We have also committed money into the London Borough of Southwark to look at a 20 mph zone along Route 7 around Southwark Bridge Road so, already, we are taking actions based on those lessons.

Valerie Shawcross (Chair): Could we bring LCC and Gina in on this one? This is the crucial question.

Gina Harkell (Joint Chair, London Boroughs Cycling Officers Group): I think the issue that has come out from a lot of discussions that we have had at the Borough Cycling Officers Group - which consists of all the cycling officers in London - is this issue of consultation about the original route. We had a very good seminar at London Councils recently where various boroughs who are involved in the routes that have gone in and routes coming in in the future are very concerned about the routes. The routing is a big issue and I do not think that the boroughs feel that local knowledge is being utilised as well as it could be. That is one issue.

The design issue is another because, basically, what we are doing is not giving that much more space to cyclists. We are not giving them a priority at junctions, they are not getting special cycle signals and we still have parking and loading problems, so it is actually very hard to provide these really good Superhighways. What we are seeing is - I think a lot of boroughs feel this - we are getting wider and bluer London Cycle Network (LCN) plus routes and some of the opportunities are not being taken to make those really, really safe. It is very good that so many people are using them and I think the publicity surrounding them has been excellent.

There is also the issue of the failure of the routes to go into central London itself and to meet up, which I think is a big failure. There is also the materials used and there is the colour issue, which has been a problem for some councils. Also, the issue of maintenance. Once it goes in - these blue routes are extremely expensive - the boroughs have to take over the maintenance of them afterwards and we are not quite sure, with the spending cuts, how that is going to pan out.

Penny Rees (Senior Programme Manager, Surface Transport, TfL): There are a number of good points raised there. Would you like me to respond on those?

Valerie Shawcross (Chair): Let us hear from Oliver [Schick] as well.

Oliver Schick (Chair, Campaign Policy Committee, London Cycling Campaign): I would certainly support the points that Gina [Harkell] has made so I am not going to make those again. I think what I am going to say on Cycle Superhighways is really two words: better and barriers. We think that there is quite a good scope for improvement of what has been delivered and how it has been delivered, so that is the better.

The other side, which ties in with the better but needs to be highlighted separately, is barriers. London still has a lot of legacies of a very motor centric transport development where there was a constant effort to increase the capacity for motor traffic to travel in to central London. We would very much like to see those leftovers addressed, for instance, to return big difficult junctions to their natural shape and to make them more intuitive and more accommodating to cycle users. In particular, one way gyratories to be returned to two way. On pretty much every Cycle Superhighway route there is a good opportunity to address one of those leftovers which really distort London and give people a sense that they do not really know where they are travelling.

We have had things like the massive success of the return of the Shoreditch Gyratory to two way operation many years ago. We want to see more of that. For instance, on Cycle Superhighway 7 we have had discussions about the Stockwell Gyratory and also about the Oval junction. If you take something like, for instance, what has been done at the Stockwell

Gyratory, that shows goodwill on the part of TfL. I suspect, ten years ago, some of our local groups would have killed for a scheme like that but it is no longer ambitious enough and it is no longer good enough to implement something like that. That, in itself, is a very positive thing because it shows how far we have come. On the Oval scheme we are considerably less happy with it but, again, that hopefully can be revisited.

One thing we are particularly keen on is, potentially, for there to be an additional round of improvements on the Superhighways that have already been implemented. We do not really see their development as finished. We think that if there is something where future action is required, what could not be done in the tight timetables should be improved in the future. So, certainly, the timescales have been very tight and I am sure the team has been under a lot of pressure to deliver in that timescale. We recognise that but we would certainly want the Mayor and the Assembly to give the team a lot of support to throw their weight around to achieve bigger and better measures.

Andrew Boff (AM): I had heard a lot of criticisms before from people interested in cycling about TfL's liaison with them. Have you seen that change after these first two routes have come in or do you perceive any kind of change at all in the quality liaison with the cycle lobby? Also, Gina [Harkell], with the boroughs as well, have you seen any change?

Gina Harkell (Joint Chair, London Boroughs Cycling Officers Group): It is difficult for me because I work for the London Borough of Waltham Forest where we do not have any of these, either now or potentially, so there are people here who could answer that better than me. I think I will pass to Oliver [Schick].

Oliver Schick (Chair, Campaign Policy Committee, London Cycling Campaign): Yes, I have not been involved in the consultation on the new round of Superhighways personally, but I have not heard that it has improved that much, although I would have to go back to our actual volunteers that have been involved in this to answer that question.

Andrew Boff (AM): Mr Brown, you are aware there has been this criticism of the quality of the liaison between the LCC, the boroughs and ...?

Penny Rees (Senior Programme Manager, Surface Transport, TfL): I would like to respond to that with regards to consultation on the pilot group. I am not really sure what we could have done more in terms of consulting with borough officers and bringing them along with it.

I completely accept the point about lack of consultation around the route alignment itself, and that is something we have definitely picked up for the next two, where there have been various optioneering meetings to decide where the route goes. I would say that, on the pilot, both LCC and borough officers were involved in the initial site walkabouts with the design consultants to produce, what we call, a chip report - an implementation plan - that was then sent out to all those officers and LCC members for comment. Their comments were then built back into that document. Then, again at the end of preliminary design and at the end of detailed design, all the borough officers involved along the pilot route had the right of sign off on those designs. We did not put anything on the borough roads where the borough officers said, "No, we do not think you should do that". It was categorically a sign off process.

Also, as part of the discussions with boroughs, we tried to integrate our schemes with theirs wherever possible and actually gave them funding contributions for complementary schemes along the routes. Again, the officers have been very passionate in pushing forward the

boroughs' priorities in that respect. Not only that, a funding package for the cycle training, 17,500 hours of cycle training along the pilot routes, and 5,000 new cycle parking places. Again, that funding was available to the boroughs as part of the scheme.

At officer level I am not really sure what more we could have done. Maybe there is an issue where we perhaps need to take those messages out to members and other people more proactively. That is something we could certainly do as part of the roll out.

Andrew Boff (AM): Do you think that some of the criticism may be, on a broader note, that it is not the highways that are concerned, it is really about cycling's priority in London as a whole, and that is what the debate is about, rather than the highways specifically?

Gina Harkell (Joint Chair, London Boroughs Cycling Officers Group): I would say it is about the space and how the space is used. A lot of people want to use the space: bus users, disabled bays, loading etc. The problem is that the idea of a superhighway is that you do give priority to cyclists and that it is a safe direct route. We have not been able to push our way through as well as perhaps we might have done.

They are a good step forward but I think the routing is one of the serious issues. It is all very well to involve people in the consultation and the walkabouts but, if you have chosen a route that the borough thinks is actually not the best route, then that is not really good consultation is it because it is a fait accompli?

Penny Rees (Senior Programme Manager, Surface Transport, TfL): I think one of the things we need to keep in mind is the demand analysis around the routes as well. Obviously it is important to consider the views of the stakeholders on that walkabout but we have also got massive data that shows where the potential future demand for cycling is, and it is important that we make sure the route alignment is the best case to meet that demand as well. Sometimes on a site visit, if someone has got a very specific personal opinion about where the route should be, that might be appropriate for them locally, but we have got to consider the whole massive demand data that we have got around the routes as well.

Valerie Shawcross (Chair): Penny [Rees], one of the things you said earlier to Andrew [Boff] was that you gave the boroughs a chance to veto anything on their roads that they did not want. What about the issue of when they said, "We would like the following change" and if they made a proposition to try to make the Superhighways live up to the expectation and give priority to the cyclists, did you accept any propositions from them about specific locations?

Penny Rees (Senior Programme Manager, Surface Transport, TfL): Indeed. A good example of that is in Tower Hamlets where the Cable Street segregated cycleway had a number of pinch points along it. We could have simply resurfaced that but now it is blue. We categorically did not do that. We worked with the boroughs to widen out the cycleway in a number of places and remove those pinch points, based on their feedback.

I think our colleague from LCC has also touched on Stockwell which is a good example of where we have taken capacity away from motorists and given it to cyclists to provide that segregated northbound route. Ditto at Kennington. We have taken out the traffic movement into Brixton Road and given that space over to cyclists as well. Certainly, wherever we can, we have tried to give priority to cyclists, rather than to traffic.

Valerie Shawcross (Chair): I think the evidence that we have received does show there are still some concerns. Tower Hamlets was partly happy and it made some points. Have you finished, Andrew [Boff]?

Andrew Boff (AM): Cable Street is the one I use and it is good. It is very good. It is just the detail of things like there is a cycle crossing light there which just takes forever. You would have thought, on a superhighway, they would have changed the priority for the cyclists.

Jenny Jones (AM): Elephant and Castle too.

Andrew Boff (AM): It just takes forever.

Valerie Shawcross (Chair): Oval. Angel.

Andrew Boff (AM): I think that these are things we can learn from the first two.

Valerie Shawcross (Chair): James [Cleverly], did you want to come in as well?

James Cleverly (AM): Yes. One of the things that I am curious about is we discussed earlier that we speculate that the Superhighways have a gravitational pull towards cyclists so people go to them and then go in. I am suspecting that part of the early success may be they also have the corresponding displacement effect to motor traffic so that drivers get used to the fact that it might be better to take other routes. As we expand the network, are we going to end up tripping over ourselves in so much that you will get to a point where drivers on a certain route, instead of thinking, "I might take a different route because that one is all full of bikes and I can't be bothered to compete with the bikes" - no bad thing - but then we expand the Cycle Superhighways to the extent that any displaced traffic will come back to those Superhighways routes and neutralise the advantage? Have we looked into that as a potential risk?

David Brown (Managing Director, Surface Transport, TfL): There is no evidence at the moment that the vehicles are displaced from that route. At this precise moment. It is still early days.

My job is balancing all those different users on a finite road network. I am balancing trucks to cars to buses to cyclists to pedestrians. You are trying to balance that all the time. Quite understandably, Oliver [Schick] and his organisation want that balance tilted more towards the cyclists. Stockwell Gyratory is a case in point. I remember standing there with the Chief Executive of LCC - as was - and saying what could we do about Stockwell Gyratory? Of course you want more aspirational but it would have cost £8 million to have a segregated bike only straight through the middle of Stockwell Gyratory. It would have taken masses of road space away from all the other users, £8 million and it would have taken an awful long time to develop and build.

We are far more pragmatic and practical and trying to get something to a timescale, trying to deliver something and also trying to balance all those other needs at the same time. We have taken road space away from the motorist but we are trying to do it in a way that we are still balancing all those different needs. That is the name of the game. We will never satisfy everybody.

Valerie Shawcross (Chair): Oliver [Schick], you are keen to come in on that I can see?

Oliver Schick (Chair, Campaign Policy Committee, London Cycling Campaign): Yes. The key sticking issue is always these major schemes, of course. As I said, what has been done at Stockwell is something that a few years ago our groups would well have welcomed. We would now really advocate a very simple solution, not necessarily something with massive segregation or anything but just to remove those two sides of a triangle detour for cyclists.

Stockwell is really just one example. For instance, in Cable Street, I have to disagree that it is a good cycle route. It has been a problem for years. Our members have been unhappy with it for years. What has been done on Superhighways has been a very minor upgrade of it. Some welcome measures like changing priority at junctions and the measures that Penny [Rees] has outlined, but it is not, by any stretch of the imagination, currently a high quality cycle route; it is a very narrow facility which causes you to get into all sorts of dodgem games. What we suggested for Cable Street was really to address the main problem issue of it being a one way rat run - having been that for years - by introducing some modal filtering, as we call it, which would have addressed the problem of one way through motor traffic there. That would have been our aspiration for Cable Street. If Penny asks what they could have done more, that is something they could have done more.

Same with a different solution to the big Kennington Oval junction and so on. Again, all this stuff gets into a huge amount of detail and so on.

As David [Brown] has said, we are very keen to achieve modal shift towards more sustainable modes.

The big issues for cyclists are these massive metal barriers that they have when they think of a big one way gyratory that takes them out of their way, that makes London less legible, that distorts London, which in many of its areas is a very attractive city and, obviously, causes them safety concerns as well. It is not really just a cycling issue; it is a pedestrian issue as well, and it is a public transport issue. It is something where, if you addressed these barriers, you benefit all road users.

When it comes to balancing transport priorities we are very much in favour of a very natural progress towards that. We do not necessarily just want road space taken away from everybody else; we want people to be able to make their own informed traffic choices in a very free way and just take to the streets of London which are, in their very nature, very cycle friendly but are, currently, rather distorted by a strong legacy of what London aspired to be many years ago.

Again, we could go on about this for a long time, as we are aware, and we would love to have more conversations.

Valerie Shawcross (Chair): We are very happy to receive additional comments to the report.

David Brown (Managing Director, Surface Transport, TfL): We do agree with what Oliver [Schick] said about barriers being the key issue and we must not shy away from them and, if we do, then we have missed an opportunity.

Valerie Shawcross (Chair): It has been said, both on the Cycling Superhighways and on the Cycle Hire scheme, it was a fast roll out and you were really pushed to get on with it. A) Could we have had better schemes for both the Cycling Superhighways and the Cycle Hire scheme if it had been done more slowly, allowing better time for thought and consultation and so forth and, B), why was there such pressure to do that? We did have some concerns about whether or not

it is sensible to go on to the next stage of Cycle Superhighways before the first two have been properly debugged and rolled out. What is this thing about timescales, David [Brown]?

David Brown (Managing Director, Surface Transport, TfL): You have got to set yourself deadlines for delivery and any Mayor wants to deliver things. Any Mayor is going to want to do that under any circumstance. We were set timescales. They were very challenging timescales but I am actually all in favour of having them because it really does focus the mind, it really does get you working and it really does make sure you deliver. One of the problems on LCN plus was it dragged along for a long, long time with a load of scheme developments for big barriers but it never got to delivery phase. We actually got off the ground quick and running with both these schemes in a year and it is of great credit. Yes, we could have avoided some of the issues had we had longer time but maybe it would not have changed anything; maybe we would still have had that last minute, "How do we get all the planning permissions in?" Boy, did we work hard to get this stuff in.

Valerie Shawcross (Chair): I know you worked hard.

David Brown (Managing Director, Surface Transport, TfL): Yes, we put pressure on the boroughs and, yes, we needed the boroughs to work with us. We got there in the end and we got two major innovative schemes delivered on time to budget.

Valerie Shawcross (Chair): One cannot argue with that.

Jenny Jones (AM): I wanted to ask about safety on Superhighways but we have covered that a bit. Since we talked about the Stockwell junction, TfL has put in a quite creative solution to part of the problem there. I was quite impressed with that. It is still an extremely frightening junction because if you are not in the advanced stop line, as a cyclist, before the lights change, you have to cross quite a lot of motor traffic to get to the safe route. Are you going to look again at all these junctions and make them much safer? The one at Oval, going south, is like a race track and you are feeding in innocent cyclists.

Valerie Shawcross (Chair): I think it is stressful for drivers as well.

Caroline Pidgeon (Deputy Chair): Yes, it is. It is stressful for everyone.

Jenny Jones (AM): Yes. Yes. Drivers do not know what the cyclists are going to do.

David Brown (Managing Director, Surface Transport, TfL): I remember looking through all the detail of those designs. It was all rock and a hard place in terms of what options you had and how you delivered it. If we have chosen incorrectly or it transpires that the traffic has not done what we thought it would do, there was some clever stuff on the Oval one. If there is something we have got to look at again we will look at it again. I do not have any problems with that.

Jenny Jones (AM): One option that I personally favour - which I did ask TfL about years ago - is allowing cyclists to go first, so that you have a green light for cyclists and you give them five or six seconds to move away before the rest of the traffic. Now I was told at that time that was an option. Is TfL still thinking about it?

David Brown (Managing Director, Surface Transport, TfL): One of the real problems of that is you get into the Department for Transport (DfT) regulations as to what you can and cannot do on traffic signals and, at the moment, we do not have that option.

Jenny Jones (AM): OK. Right. Thank you.

One of the letters that we had was from Hounslow Council. Very supportive of the scheme that you are suggesting to them but they say, "As the concept has progressed there appear to have been changes in scope and timeframe". What they are suggesting is reducing the scheme will reduce its effectiveness. That is something, presumably, that TfL is worried about as well; a downscaling because of the financial crisis?

David Brown (Managing Director, Surface Transport, TfL): We have not done anything in that field at the moment. We will be optioneering a whole range of choices in terms of what we do with the boroughs and what schemes come in. Really we are awaiting the outcome of the Comprehensive Spending Review and we will see what happens there.

Jenny Jones (AM): We are all hanging on for 20 October 2010.

One of the things that would be quite good on the Cycling Superhighways is to have some consistency so that you know as soon as your tires hit the blue then you can expect certain things. Are you thinking about other potential measures to put in to traffic calm the motorised traffic and promote a consistency?

David Brown (Managing Director, Surface Transport, TfL): You are absolutely right. What we are trying to do is make it consistent so you hit that Cycling Superhighway and you should have a clear idea as to directions; you should know what you are doing and you should know what to expect. That is a key aspect of it.

There is an element of horses for courses in terms of what we do because, certainly on the first one, it is part of the Transport for London Road Network (TLRN), so it is catering for large volumes of traffic as well, so it is going to be quite difficult for us to put in speed humps or anything like that on those sorts of routes. I think there is an element of horses for courses. I am going to turn to Penny [Rees] and wonder whether there are any other routes that we have got where some of that is taking place?

Jenny Jones (AM): I was thinking 20 mph, for example.

David Brown (Managing Director, Surface Transport, TfL): That goes back to what Penny [Rees] said earlier which is talking with boroughs where they have got aspirations for 20 mph and how we can incorporate that as part of the Cycling Superhighways.

Penny Rees (Senior Programme Manager, Surface Transport, TfL): I think we touched on that on Route 12. I think, also, on Cycling Superhighway Route 8, where possible, again, we are taking routes that are, not necessarily, less direct but are tending to avoid the major barriers such as Queens Circus, wherever possible.

There is a value for money argument with major barriers and gyratories as well. For example, Tottenham Hale Gyratory in north London, the budget for that scheme is £45 million, which is double the total budget for the pilot cycle superhighway. With the best will in the world, if we were to do something radical at Stockwell, or some of the other major barriers, financial constraints simply do not enable us to do that. What we can do is provide a creative solution such as the Elephant and Castle bypass or the Queens Circus bypass coming up retake. They still provide a safe route and are value for money as well.

Jenny Jones (AM): Can I ask one final question? The Mayor has said he wants cycling to be 5 per cent of all journeys by 2025. Now I have done some figures and it does not look as if the Cycle Hire scheme and the Cycling Superhighways are going to give you those 1.5 million journeys a day that you need for the 5 per cent. Would you say that is right or are you working on different figures?

David Brown (Managing Director, Surface Transport, TfL): Have a look at your figures! We have got more that we are doing anyway. There will be some areas where there will be some pretty exponential growth and we have seen some of that, as I said already, on Cycling Superhighway 7. We have still got work that we are doing in the boroughs so we have got the borough initiatives in terms of biking boroughs and how we deal with that. There is still a lot of activity taking place across the pack in terms of cycling.

Jenny Jones (AM): You have cut the funding to the outer boroughs where, originally, TfL said there was the biggest potential market for cycling.

David Brown (Managing Director, Surface Transport, TfL): In what aspect do you think we have cut it? Where have we cut it?

Jenny Jones (AM): The outer boroughs are not getting ring fenced money for any cycling initiatives now.

David Brown (Managing Director, Surface Transport, TfL): They have the money that they can get through the Local Implementation Plan (LIPs) programme where they have the opportunity now to prioritise how they want to prioritise.

Gina Harkell (Joint Chair, London Boroughs Cycling Officers Group): What has happened in our borough is they will put cycling facilities in on a corridor, or a scheme that they are putting in, but we have been having £400,000 or £500,000 a year for a long, long time and we put in a massive network of routes in our borough. That work is going to stop from now because the ring fenced money was absolutely crucial to it. When it comes to the crunch a lot of councils will not prioritise cycling.

Valerie Shawcross (Chair): So the removal of ring fencing, co-joined with financial pressures is --

Gina Harkell (Joint Chair, London Boroughs Cycling Officers Group): Is very bad for cycling. Especially in the inner London boroughs who do not gain from these.

Oliver Schick (Chair, Campaign Policy Committee, London Cycling Campaign): I can only add to that. There are certainly advantages to the new way of funding things. For instance, it avoids the overlay engineering problem as it were. You do not get someone coming along painting a cycle lane and then you get someone along widening a footway and so on. You get it all done per location in one go. That is an advantage. As Gina [Harkell] says, ring fencing funding for the modes that tend to get overlooked when a lot of funding tends to get used for principal road maintenance and bridge strengthening and that sort of thing, it would be crucial to change that and to have a really positive component, say, of corridors funding where you say to a borough, "Yes, we give you this corridor funding but, within that funding, you have a component which is specifically designed for you to improve cycling and walking", let us say. That would be very valuable.

Also, what we very strongly support, which is relevant to all these projects, is to design infrastructure from the inside of nodes outwards. A node is used to designate a single junction or a small network of junctions or a super node as central London would be. A very big super node. Essentially, a meeting of links. It would be very useful, for instance, to take outer London town centres - if, indeed, the previous research that TfL has done is correct. That there is great growth potential in outer London, super nodes, or, indeed, a central London super node, which is why we have suggested our bike grid project which may not be the last word on this. If you designed from the nodes outwards, ie you tackle the barriers and you tackle the junctions first, that is, strategically, of tremendous importance.

We think, very much, the pressure is on the politicians to really change the agenda; to support the officers in what they are doing and to give them as much wind in their sails as you possibly can. All the officers are very willing to improve transport and to move towards sustainability I am sure. One thing in London we still have to work on is political will.

Jenny Jones (AM): Could David [Brown] just give me an answer on whether or not Cycle Hire and the Superhighways are going to deliver the 5 per cent of total journeys by 2025, because I do not think they will?

David Brown (Managing Director, Surface Transport, TfL): I cannot actually do that off the top of my head. Sorry, Jenny [Jones]. I would have to come back to you and work it through.

It is a good point that Oliver [Schick] has made there though because we do provide the LIPs funding on a corridor basis and we do it on outcomes. What you do within that corridor is the prerogative of the borough. That is how they wanted the funding delivered. In order to get that change you have got to have a change of political will at borough level to make the officers spend the money on things like cycling. I think you will find there is not, in all cases, that same incentive.

Valerie Shawcross (Chair): OK. I think there are some questions about related ancillary issues. Jo [McCartney], do you want to come in?

Joanne McCartney (AM): Yes, a couple of questions. One is I noticed in some of the information you sent us that along the Cycle Superhighways that have been launched you have worked with businesses to try to encourage them to get orbital cycling to work. Again, this comes back to one of the things that puts people off - one of the primary things - is lack of cycle parking. Have you taken a proactive step to put secure cycle stands throughout the cycle route network?

David Brown (Managing Director, Surface Transport, TfL): We have. There are 5,300 we have contributed for the first two Cycle Hires. We are on a programme to deliver 66,000 by 2012 in terms of additional cycle parking spaces as part of the schemes across London, so we are very focused on how do we get more cycle parking in because it is, obviously, a key criterion.

Valerie Shawcross (Chair): Lots of people commented on it.

Joanne McCartney (AM): I just want to touch on something that Oliver [Schick] was talking about about extending the cycle highways along a corridor into outer London. I will give you an example: Cycle Route 1 that is going to be from the City up to Tottenham. I put in a question to the Mayor before about how this is then going to link up to Enfield to be told, "Well we'll link

it up to the A10 cycle way". It seems to me that you could, linking it in, have an entire cycle superhighway all the way almost from the M25 all the way down if you just put that little bit of investment in that corridor. I get regular complaints about that A10 and maintenance. For a little bit of extra value you could make a super one the entire stretch from the M25 right through to central London.

Penny Rees (Senior Programme Manager, Surface Transport, TfL): We have not even started the optioneering for Route 1 yet, so I think, as far as that route goes, everything is on the table. We would definitely like to hear more about that suggestion when we come to develop the scheme.

Joanne McCartney (AM): I will come and talk to you.

Penny Rees (Senior Programme Manager, Surface Transport, TfL): Yes, that would be great.

Valerie Shawcross (Chair): Did you want to respond to some of those?

Oliver Schick (Chair, Campaign Policy Committee, London Cycling Campaign): Yes. I would like to respond to Joanne [McCartney]. That is certainly interesting. It could link multiple town centres and, of course, if the superhighway is this long, it would not necessarily only support the radial journey into the very centre of London but people could use it to get to Tottenham, for instance. I think, in that context, it is very important - we mentioned the Tottenham Hale scheme earlier - to realise quite how that scheme is being designed at the moment because we have criticised quite a lot of the detail of the Tottenham Hale scheme before and it would be interesting for the Committee to look at that, if you have not done already.

The assumption with such schemes is always, still, that you maintain levels of motor traffic. David [Brown], correct me if I am wrong? I think for Tottenham Hale that is very much the case. In order to create a high quality environment for the Cycling Superhighway, among other things, in that area, it would certainly be very interesting to, again, revisit this point.

Also, of course, for things further downstream, for Cycle Superhighway 1, our ambition would be very much to have the Stoke Newington Gyratory returned to two way operation. That is one that has been on the political boil for a long time and it has come up so much that it is considered a priority by the local authority and pretty much everyone involved. We would be very glad to see that. Hackney actively working on it would be wonderful and to see Superhighways contributing to that effort.

Caroline Pidgeon (Deputy Chair): I just wanted to pick up really what other actions could be taken to improve the Superhighways. We have already heard about looking at the two that exist already - they are pilots really - and picking up any issues, the snagging if you like, and improving them.

One of the issues in the submissions we had was when they arrive in central London there are not then safe routes. The bike grid - I think Gina [Harkell] mentioned it as well - that LCC is proposing. Are there plans to do something in central London that would link them all together and make sense of the centre?

David Brown (Managing Director, Surface Transport, TfL): We did not do that from the beginning because there is such a dispersal. We focused on the people coming in and then - as

you see on the film on Blackfriars Bridge, Southwark Bridge and all the rest of it - there is a huge dispersal, and we could not replicate that dispersed pattern. I am aware that LCC has come up with this grid idea. We have not taken it any further forward at this moment in time.

Caroline Pidgeon (Deputy Chair): Will you be looking at that as a way to ...?

David Brown (Managing Director, Surface Transport, TfL): We could possibly. We have to have the approval of the City of London, for instance, and it would have to want to do it. At the moment we are more focused on getting people into the employment centres, rather than trying to replicate their dispersed pattern inside them.

Caroline Pidgeon (Deputy Chair): OK. Oliver [Schick], a comment on that and any other things that you think would improve the Superhighways?

Oliver Schick (Chair, Campaign Policy Committee, London Cycling Campaign): Yes. Very briefly on the bike grid. It is really a way of demonstrating that you could quickly show a particular network of cross routes but, of course, it could be done in other ways. For instance, an important concept is permeability which means maximum road choice and minimum diversion for cyclists so they do not have to go all round the houses - i.e. reducing the number of one way streets in the centre on a fairly systematic basis and working with local authorities on how that could be done. That would be another way of, potentially, delivering.

As I say, design from the inside of nodes outwards ideally, so that you get the meeting point - peoples' destination - right, and then you look at the links potentially afterwards. That is a way of doing it.

What can be improved? We have mentioned a number of points in our submission and we have a summary of recommendations at the end of our submission which is what I would refer you to instead of repeating all those points.

As I said at the beginning, better. Better is the watchword, and barriers. Again, I think it is very much down to the politicians to give the officers a lot of support on addressing the barriers and creating the political will for London to really be transformed. We have already seen with Superhighways a very interesting example of much more regimented and much more focused delivery of a very specific project. That is actually something that we have not had before in this way. We had something like this around Congestion Charging. Certainly the London Bus Priority Initiative has shades of that. Extending that mode of delivery to a more flexible way of funding cycling, for instance, the example I mentioned earlier about corridor funding or, for instance, with a funding programme that is not so closely tied to any one project but can address different priorities over time. That would all be subject to discussing such things in some detail.

David Brown (Managing Director, Surface Transport, TfL): We have actually got a meeting with the boroughs in November to talk about the bike route to see where there is an appetite for it.

Oliver Schick (Chair, Campaign Policy Committee, London Cycling Campaign): Yes. As I said, the bike route is one way of doing it.

Gina Harkell (Joint Chair, London Boroughs Cycling Officers Group): If we really want to get up to 20 per cent cycling trips like we have in Holland we have just got to think in a much

more open and different and radical way. It would be really nice if one of these routes could really offer a serious alternative to the motor car.

Valerie Shawcross (Chair): What do you think would make that difference? It would be what: the prioritisation at junctions or ...?

Gina Harkell (Joint Chair, London Boroughs Cycling Officers Group): It is the getting rid of the barriers; it is the prioritisation at junctions; it is getting rid of the parking along the route and the risk of the car doors opening. A dedicated route that is really serious, like the sort of stuff you get in Holland, Germany and Copenhagen.

Oliver Schick (Chair, Campaign Policy Committee, London Cycling Campaign): If I could correct Gina very briefly on one point. I do not think that cycling is an alternative to motor traffic; I just do not think there is any alternative to cycling! It is not facetious; I think it is the best mode of urban transport.

James Cleverly (AM): You just guaranteed yourself a quote in this Committee report! Thinking about the competing pressures with regard to creating this grid, it strikes me that one of the things that I have noticed is that people get very easily confused once they get into the centre of London. It is not an intuitive place. We do not have a grid system like in a lot of world cities. It strikes me that something that would help both cycling and walking would be subtle but pretty consistent route signage to the major nodes within London. You get into the City of London and you try to get to Liverpool Street and you could be zipping backwards and forwards all over the place and missing it by 100 yards in each direction. I am thinking that would be something that, once we have got this new generation of cyclists into the middle of town, it would make it a lot easier. You are not going to be able to hold that map at the docking stations. Is there something we could do, in consultation with the boroughs, just to get not big metal signs on lampposts but little stickers or little painted symbols which take you from Victoria to Liverpool Street that you can navigate from? For people visiting London it is incredibly confusing, as a city.

David Brown (Managing Director, Surface Transport, TfL): Which is why we have Legible London, which is why the Legible London maps are expanded in the West End and we have got them on the South Bank and why all those maps are now reproduced on all the docking stations --

Valerie Shawcross (Chair): Which is fantastic. I have had a lot of positive comments on those.

David Brown (Managing Director, Surface Transport, TfL): -- and why all of those will be repeated on all the Underground stations and on all the bus shelters. We are trying to have one style that goes around the whole of London. That is what we are trying to do. Also, at the same time, de-clutter the process because, actually, there are City of London signs, there are Westminster signs and there are all sorts of different signs. We have to be careful before we introduce another type of sign. That is really the point I am making.

James Cleverly (AM): I was thinking not necessarily of a sign; I was thinking of something like a yellow band. If you are somewhere and you are heading towards Liverpool Street, just keep following lampposts with a yellow band around it. If you stop seeing yellow banded lampposts you have taken a wrong turn. Get back to where you saw the last yellow band. Something they use on oil rigs to get them out quickly. Keep going through green doors you will get to the edge. If you go through a red door you are coming into the middle. Something

that is basically simple. Not additional signs or pointers. Just keep following the yellow band to get to Liverpool Street. Keep following the blue band to get to Victoria. Keep following the green band to get to City Hall. Whatever.

Valerie Shawcross (Chair): A new way of finding.

James Cleverly (AM): Anyway, an idea. I give it to you for free.

Valerie Shawcross (Chair): Global positioning system (GPS) for cyclists as well. OK. I think we have absolutely exhausted our questions there and we have probably exhausted you. Can I thank you very much for coming in today to give us the benefit of your experience and for all the submissions you have made? David [Brown], we would very much appreciate some more written information from you so we can get our baseline established. It is not meant in a hostile way but we do want to know about the financial targets and the real outflow and how it is all panning out. There may be a couple of other things that we would like to come back to you on. I think that has been a fantastically interesting session and it was a real pleasure to be here watching all of these developments take place, even if we contest whether it was done as well as it could be or if it could be done better or more of it. Actually it is great that it is happening and I think we all appreciate the hard work that has gone in, all round, in TfL and in Serco but also in the boroughs, the borough officers, and the voluntary sector people who have spent a lot of time commenting and giving their expertise locally. So thank you all of you for today.

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Subject: Summary List of Actions

Report to: Transport Committee

Report of: Executive Director of Secretariat

Date: 3 November 2010

This report will be considered in public

1. Summary

- 1.1 This report sets out the completed and outstanding actions arising from previous meetings of the Transport Committee.

2. Recommendation

- 2.1 **That the Committee notes the completed and outstanding actions arising from previous meetings of the Committee.**

Action arising from the Committee meeting on 12 October 2010

| Item | Topic | Status | Person |
|------|--|--------------|--|
| 6. | <p>The Barclays Cycle Superhighways and Cycle Hire Scheme</p> <p>To provide the Committee with the following additional information:</p> <ul style="list-style-type: none"> a) The amount of funding provided to boroughs for cycle training relating to the cycle hire scheme and the number of people who have so far participated in this training; b) What contribution the cycle hire scheme and superhighways are expected to make to the Mayor’s target for 5 per cent of all journeys to be undertaken by bike by 2025 and what else is expected to contribute; | In progress. | Managing Director for Surface Transport, TfL |

| Item | Topic | Status | Person |
|------|---|--------------------------------------|--------------------------------------|
| | <p>c) Details of any action TfL has taken or will take to improve the telephone helpline so users of the cycle hire scheme who call whilst using the cycles get quicker responses; and</p> <p>d) A list of boroughs which TfL has been in contact with about possible expansion of the cycle hire scheme.</p> | | |
| 6. | <p>The Barclays Cycle Superhighways and Cycle Hire Scheme</p> <p>To provide the Committee with the following additional information:</p> <p>a) The current average number of calls per days to the contact centre: the average call wait time; the average hold time for a response; and the average proportion of calls each day requiring call-backs because the issues cannot be resolved immediately; and</p> <p>b) The number of non-electric vehicles currently being used to help redistribute cycle hire bikes and the date by when these will cease to be used.</p> | In progress. | Managing Director of Serco Transport |
| 7. | <p>Follow-Up Work for Rapporteurship Report: Streets Ahead - Relieving congestion on Oxford Street, Regent Street and Bond Street</p> <p>That the rapporteur Victoria Borwick AM, in consultation with party Group Leads, sends a follow up letter to TfL on its response to the Committee's report, <i>Streets Ahead – Relieving congestion on Oxford Street, Regent Street and Bond Street</i>.</p> | Dealt with at Item 5 of this agenda. | Victoria Borwick AM |

Action arising from the Committee meeting on 9 September 2010

| Item | Topic | Status | Person |
|------|---|--------------------------------|--|
| 7. | <p>Accessibility on the Transport Network</p> <p>That the Committee be supplied with the following additional information:</p> <ul style="list-style-type: none"> a) Any mechanisms TfL has in place to provide for staff across all its transport modes, including Tube, buses and Overground rail, and other relevant organisations such as Network Rail and ATOC, to work together to plan improvements to accessibility, particularly at interchange stations. b) The weight/people capacity of the lifts at Stratford regional station. c) TfL's projection of the number of people in London with reduced mobility in 2031 and the basis for this projection including any estimate of the number of elderly people in London in 2031. d) Any proposed changes to the disability and diversity awareness training for bus drivers following our feedback. e) The minimum length of kerbside space required to ensure a bus stop is accessible. f) The improvements being made to TfL's Journey Planner to assist people with reduced mobility plan their journeys including any provision of information about accessible Network Rail Overground stations. g) Why is a wheelchair user not allowed to use their own ramp to board or disembark from a train at an unstaffed Tube station? In determining the scope for any new Tube trains, is TfL considering designs that allow the use of self-operated ramps? h) What, if any, action is TfL taking to help ensure 'help points' at stations are accessible to people who may not be able to press the buttons and/or have speech impairments? i) What are TfL's plans for creating more humps on platforms at Tube stations? Which stations are TfL's priorities for the installation of humps? j) Would TfL expect London Underground staff to provide physical support to a wheelchair user to help them board or disembark from a | Attached as Appendix 1. | Strategy and Commercial Director, London Underground |

| Item | Topic | Status | Person |
|------|--|--------|--------|
| | train? k) What is the scope for installing a ramp into/out of the foot tunnel at Kew Gardens station to help people with reduced mobility access Kew Gardens from this station? | | |

List of appendices to this report:

Appendix 1 – Response of the Strategy and Commercial Director, London Underground

Local Government (Access to Information) Act 1985

List of Background Papers: Minutes of the Committee meetings on 9 September and 12 October 2010.

Contact Officer: John Barry
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Valerie Shawcross AM
 Chair of the Transport Committee
 London Assembly
 City Hall
 The Queen's Walk
 London SE1 2AA

Richard Parry
 Strategy & Commercial Director

London Underground
 55 Broadway
 London SW1H 0BD
www.tfl.gov.uk/tube

11 October 2010

Dear Val

Transport Committee meeting on 9 September

Thank you for your letter of 16 September following the recent meeting of the Transport Committee. I am sorry for the delay in responding.

Your letter raised a number of queries on behalf of the Committee and attendees at the meeting and I am replying with responses from London Underground and my colleagues in TfL London Rail, Surface Transport, Planning and Customer Services. These are set out below alongside each of the points you raised.

Any mechanisms TfL has in place to provide for staff across all its transport modes, including Tube, buses and Overground rail, and other relevant organisations such as Network Rail and ATOC, to work together to plan improvements to accessibility, particularly at interchange stations.

There are a number of such mechanisms, as follows.

The Mayor's Transport Strategy (MTS) sets out a policy framework to improve accessibility across the transport network. This covers staff service, information provision and the travelling environment.

Policy 21 of the MTS states:

"The Mayor, through TfL, and working with the DfT, Network Rail, train operating companies, London boroughs and other stakeholders, will seek to increase accessibility for all Londoners by promoting measures to improve:

London Underground Limited
 trading as London Underground
 whose registered office is
 55 Broadway
 London SW1H 0BD
 Registered in England and Wales
 Company number 1900907
 VAT number 756 2770 08

London Underground Limited is
 a company controlled by a local
 authority within the meaning of
 Part V Local Government and
 Housing Act 1989. The controlling
 authority is Transport for London.



- a) The physical accessibility of the transport system, including streets, bus stops, stations and vehicles
- b) Information provision, staff service and the travelling environment”

The TfL Interchange team is a cross-modal function which prioritises and delivers integrated multi-modal transport improvements at interchanges across London. These involve the development and delivery of short, medium and long term improvements, including improved accessibility, subject to funding constraints.

This work is informed by the Interchange Best Practice Guidelines. This was re-launched as a web-tool in November 2009 and is accessible on the TfL website via the following link: www.tfl.gov.uk/interchange. You will note that accessibility is a key issue within the ‘Usability’ theme. Two additional programmes have recently been initiated, designed to deliver early customer benefits at little cost, namely:

1. **Co-ordinated management of interchanges:** the aim is to improve customer service through better customer information and assistance, and better maintenance and security. This involves collaborative management between modal operational staff, borough street managers and police.
2. **Co-ordinated interchange signage and way-finding:** the aim is to deliver better customer service through better integrated cross-modal signage and way-finding throughout interchanges and their surrounding environments. At some locations, where additional third party funding is secured, this will include the delivery of Legible London way-finding information, to be integrated with the multi-modal interchange signage.

Both these programmes are being carried out with the support and direction of a joint sponsor group which includes the TfL modes, TfL Interchange, Network Rail, ATOC and the TOCs.

The development of the MTS itself included consultation with Network Rail, TOCs, ATOC, user groups including those representing the disabled, older Londoners etc, and boroughs (as well as the general public). Their responses were also considered and helped shape the strategy’s approach to improving accessibility.

TfL’s Independent Disability Advisory Group was consulted during the development of the MTS and provides regular feedback on specific schemes as they are developed.

The sub-regional transport plans currently under development, in conjunction with the boroughs, will set out in further detail a strategy for improving physical accessibility in each of the sub-regions.

In addition to this overall context, TfL London Rail and London Underground both liaise regularly with Network Rail and the TOCs with regard to the planning and implementation of physical accessibility improvements, particularly at interchanges. One of the key interfaces is through DPTAC’s (Disabled Peoples Transport Advisory

Committee) Rail Working Group which occurs monthly. TfL also currently meets regularly with ATOC and Network Rail (and other transport providers) to discuss accessibility at the Olympics Accessibility Integration meeting.

TfL's Disability Equality Scheme (DES) is revised annually and sets out improvements to be made in the short term. It includes improvements at interchanges with other networks.

Borough Local Implementation Plans (LIPs) are required to set out improvements contributing to MTS goals, including improvements to physical accessibility. TfL reviews the LIPs on behalf of the Mayor and through this process is able to discuss synergies and co-ordinate programmes with the boroughs, such as street accessibility improvements to complement station accessibility improvements.

The weight / people capacity of the lifts at Stratford regional station.

The attached plan highlights each of the lifts at the station and their weight and person capacity.

This includes the short-height 'lifting platform' from the Jubilee line to the Western subway, which is rated at 400kg maximum weight. This equates to approximately 4 or 5 people, but obviously depends on luggage/equipment.

All other lifts at the station have or will have capacity for at least 12 people.

TfL's projection of the number of people in London with reduced mobility in 2031 and the basis for this projection including any estimate of the number of elderly people in London in 2031.

The Draft Replacement London Plan (DRLP) refers to the growing population, the elderly and those with mobility and access needs. Paragraph 1.13 states:

"An expected increase in the number of older Londoners by 2031 is likely to mean there will be more disabled people and people with particular mobility and access needs. Ensuring London and its infrastructure is accessible and inclusive will have to be a key theme of the new London Plan."

Figures 1.2 and 1.3 show the increase in London's population and the age structure of that population. Figure 1.2 shows the GLA's Strategic Housing Land Availability Assessment projections, which estimate that the population of London will be just under 9 million by 2031. Figure 1.3 shows increases in the elderly population of London for both males and females (if it is assumed that "elderly" refers to 70 and over). For example, the 70 age group is predicted to increase by several thousand between 2008 and 2031.

Please see below for Figures 1.2 and 1.3:

Figure 1.2 London's population 1971–2031

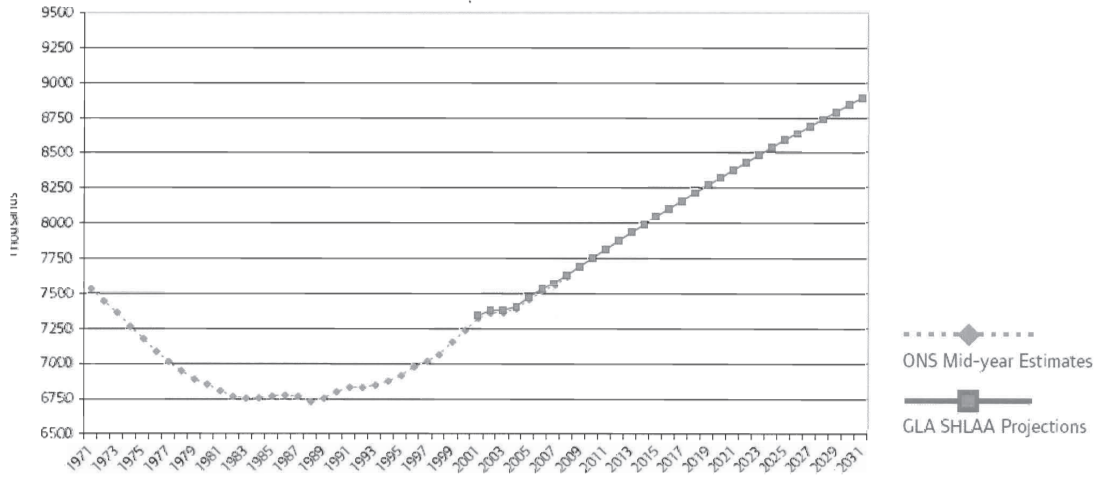
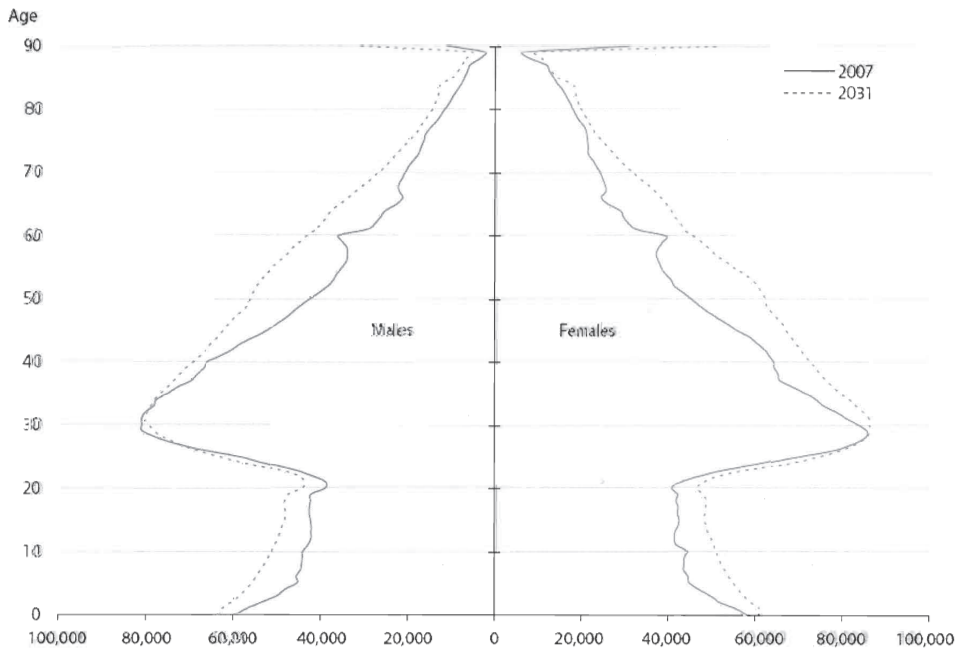


Figure 1.3 The age structure of London's population 2008/2031



Source: GLA DMAG

Any proposed changes to the disability and diversity awareness training for bus drivers following our feedback.

The training you recently observed has been developed in collaboration with the training division of the charity Scope. London Buses will arrange with Scope to review the course content.

London Buses accepts that the quality of training delivery is vital for successfully embedding messages with key staff. To that end, London Buses has recently agreed with the bus operators that staff in classroom delivery roles must become qualified to a minimum standard, i.e. the government's Preparing to Teach in the Life-long Sector (PTLLS) Level 3 qualification. This will ensure that training is delivered in a more engaging and interactive way, especially for those topics where behavioural change is required.

You may be aware that Jennette Arnold AM recently attended a course delivered by a PTLLS qualified trainer at Cricklewood Bus Garage on 22 September. I hope that you will have the opportunity to speak to Jennette and find out about her experience.

Of course, training is only part of the story since this can only ever be directed at a relatively small group of staff at any one time. TfL uses other tools (the Big Red Book for staff, roadshows, posters etc) to get key messages across and these do appear to be working.

London Buses constantly looks to improve its training programmes and will take your comments on board as we evolve and develop the disability and diversity awareness programme.

The minimum length of kerbside space required to ensure a bus stop is accessible.

The minimum permissible length of an accessible kerbside is 19 metres.

The improvements being made to TfL's Journey Planner to assist people with reduced mobility plan their journeys including any provision of information about accessible Network Rail Overground stations.

TfL's interactive map already provides detailed information about accessibility features at each station on the TfL network, including availability of step-free access lifts, the number of steps from street to ticket hall, interchanges and platforms and the extent of step between the platform and the train. The map is available via this link: <http://journeyplanner.tfl.gov.uk/im/SI-T.html>. As per our earlier submission to the Committee, such information is also available in our Step-Free Tube Guide and via the Direct Enquiries service.

TfL's Journey Planner Services team is in the process of finalising the prototype for a new Journey Planner option. This will improve the information provided to disabled

users navigating the transport system. This prototype is currently being tested with disabled members of the public to ensure it meets the needs of targeted user groups.

Once the development stage is complete, funding will be sought for the full implementation.

Why is a wheelchair user not allowed to use their own ramp to board or disembark from a train at an unstaffed Tube station? In determining the scope for any new Tube trains, is TfL considering designs that allow the use of self-operated ramps?

All London Underground Tube stations are staffed, and will continue to be so under the proposed changes planned for introduction next year.

The National Rail network has used manual boarding ramps for some time. The method of operation of these is that a member of staff has been trained in how to use the device, and how it interfaces with the train, and the safe way to assist people on and off the train both for the customer, the member of staff and for the train and station assets. These ramps are specifically designed to work with a particular design of train.

London Underground operates a more intense, metro-style service - up to 30 trains an hour on some sections - with much shorter dwell times in stations, vital to deliver the high volume throughput on which the city depends. In addition our platforms are much narrower and more congested. For these reasons, LU decided to pioneer the use of 'Platform Humps' (raised sections of the platform running for a length of approx. 30 metres) which would provide level access for wheelchair users, as part of our obligations under the Rail Vehicle Accessibility Regulations. These humps have the advantage of providing permanent and independent access on and off trains, and can be used by everyone. There is no need to book assistance. LU has won recognition at industry awards for its pioneering use of platform humps.

The interface between the platform and the train is managed extremely carefully to ensure the safety of customers, staff and of assets. We do not believe that it would be safe to use a manual board device which has not been specifically designed and tested to work in the Underground environment and with Underground trains. In addition, we believe that it could be a trip hazard when deployed. For this reason we do not encourage the use of manual boarding devices on our stations. However, LU continues to keep the use of such devices under review.

What, if any, action is TfL taking to help ensure ‘help points’ at stations are accessible to people who may not be able to press the buttons and/or have speech impairments?

Help points on London Underground stations are designed to be easily operable by someone who has limited dexterity. The buttons are large and operable either by a clenched fist or open palm

Help Points on London Underground are routed in the first instance to staff on the station. If a member of staff is unable to understand a customer, they may ask the customer to repeat themselves, but in such cases staff may simply go to the Help Point and have a face to face conversation.

When a passenger uses a Help Point on London Overground, the call is routed to the Control Centre for a response (and then onto the British Transport Police if no one can respond). However, the local station staff are also alerted as soon as the Help Point is pressed and the local (and Control Centre) CCTV monitors automatically switch to show the cameras which cover the Help Point. Again, if necessary staff may go and talk directly with the passenger.

All stations that are managed by London Underground and London Overground are staffed from before the first train to after the last train, enabling passengers to speak to a member of staff directly if they require additional information or assistance or are unable to use a Help Point. In addition to the improved CCTV coverage (which is monitored), staff regularly walk around the station and are encouraged, and trained, to engage with all passengers.

London Overground’s station improvement programme is upgrading the customer information systems at stations to ensure that station information (including service disruptions) can be transmitted to the stations automatically via Customer Information Screens and Public Address systems.

What are TfL’s plans for creating more humps on platforms at Tube stations? Which stations are TfL’s priorities for the installation of humps?

TfL’s pioneering use of platform humps is linked to the line upgrade programme, with level access being introduced in conjunction with the introduction of trains which are RVAR compliant.

At some stations a full platform hump isn’t the right or necessary solution, as the new trains achieve much of the necessary improvement. In such cases, instead of a platform hump other changes will be made (e.g. alterations to nosing stones) to provide level access. The table below outlines LU’s current plans for this provision.

| Line | Number of level access platforms installed | Number of level access platforms yet to be installed (by date) |
|---|---|--|
| Victoria | 11 as at 01/01/10 | 20 (August 2013) |
| Metropolitan | 23 (Level access is designed to work with new S-stock trains, now being introduced. | 9 |
| Circle, Hammersmith & City & District lines (not including Metropolitan line) | NA- No new trains until 2011/12 | 90 (to be installed from 2010-2016 in alignment with the introduction of new S-stock trains) |
| Piccadilly | 2 | TBC- linked to plans for train replacement |
| Northern | 2 | TBC- implemented by 2017 |
| Jubilee | 26 | TBC- implemented by 2017 |
| Bakerloo | NA | TBC- linked to plans for train replacement |
| Central | NA | TBC- linked to plans for train replacement |

Would TfL expect London Underground staff to provide physical support to a wheelchair user to help them board or disembark from a train?

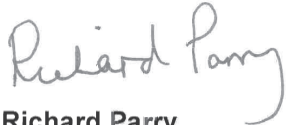
The physical support that our staff can offer varies depending on the staff member. We encourage staff to assist customers in the most appropriate way. We do not expect our staff to lift and carry wheelchair users on or off trains, as this is dangerous both for staff and customers.

What is the scope for installing a ramp into/out of the foot tunnel at Kew Gardens station to help people with reduced mobility access Kew Gardens from this station?

A ramp at this location would have to be of considerable length in order to be useful. The physical layout of the station means there is not sufficient space to make this possible.

I hope this information is helpful, but please do let me know if I can be of any further assistance.

Yours sincerely

A handwritten signature in black ink that reads "Richard Parry". The signature is written in a cursive style with a large, looped 'P' at the end.

Richard Parry
Strategy & Commercial Director

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Subject: Action Taken Under Delegated Authority

Report to: Transport Committee

Report of: Executive Director of Secretariat

Date: 3 November 2010

This report will be considered in public

1. Summary

- 1.1 This report sets out recent action taken by the Chair and a Member of the Committee under delegated authority.

2. Recommendation

- 2.1 **That the Committee notes the recent action taken by the Chair and a Member of the Committee under delegated authority.**

3. Background

- 3.1 Under Standing Orders and the Assembly's Scheme of Delegation, certain decisions by Members can be taken under delegated authority. This report details those actions.

4. Issues for Consideration

- 4.1 At its meeting of 12 October 2010, the Committee agreed to delegate authority to Committee Member Victoria Borwick AM in order that she could send a follow-up letter to Transport for London on behalf of the Committee and in relation to her rapporteur's report, *Streets Ahead – Relieving congestion on Oxford Street, Regent Street and Bond Street*. The letter, agreed in consultation with the Chair, Deputy Chair and party Group Lead Members, is attached as **Appendix 1**.

- 4.2 The Transport Committee, on 16 September 2004, resolved:

“That the Committee delegates a general authority to the Chair, following consultation with the lead Members of the party groups on the Committee, to respond on its behalf where it is consulted on issues by organisations and there is insufficient time to consider the consultation at a Committee meeting”.

In order that the Transport Committee could provide a response to a Government consultation on reforming rail franchising, based on its previous relevant work on rail, before the consultation deadline on 18 October, the Chair wrote on behalf of the Committee to the Minister of State for

Transport on 15 October. This is attached as **Appendix 2**.

4.3 Also under standing delegation, as set out in Standing Order 9.2, the Chair of the Committee wrote to the Mayor seeking information about the recent incidents of disruption to the Tube. This follows up the Committee's previous work relating to the Tube, including the meeting in September when the Committee questioned TfL about the incident involving a 'runaway' engineering train. The letter is attached as **Appendix 3**.

4.4 At its meeting of 9 September 2010, the Committee agreed to delegate authority to the Chair of Transport Committee to agree jointly with the Chair of Economic Development, Culture, Sport and Tourism Committee (EDCST) and in consultation with party Group Leads from both the Transport Committee and the EDCST Committee, a letter to send to the Government about planned investment in Crossrail and Tube upgrades. The letter was issued on 14 September 2010 and reported to the Committee at its meeting of 12 October 2010. A response to the letter has now been received and is attached as **Appendix 4**.

5. Legal Implications

5.1 The Committee has the power to do what is recommended in the report.

6. Financial Implications

6.1 There are no financial implications arising.

List of appendices to this report:

Appendix 1 – Letter from Victoria Borwick AM to TfL

Appendix 2 – Response to Government consultation on reforming rail franchising

Appendix 3 – Letter to the Mayor on Tube disruption

Appendix 4 – Response from Government on Crossrail

| |
|--|
| Local Government (Access to Information) Act 1985 |
| List of Background Papers: MDA form 386 |
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21 October 2010

Mr David Brown
Managing Director - Surface Transport
Transport for London
Windsor House
42-50 Victoria Street
London
SW1H 0TL

Dear David,

Streets Ahead – relieving congestion on Oxford Street, Regent Street and Bond Street

Thank you for your response on behalf of Transport for London to the Committee's report, *Streets Ahead*. Following a discussion at the Committee on 12 October, there are a number of areas where we would like to seek further clarification and information.

Transport for London's submission to our investigation stated that it was "implementing a 10 per cent reduction in bus services on Oxford Street during 2009 and developing plans for a further 10 per cent reduction during 2010". The submission went on to give details of the reductions during 2009 and we reproduced these in an appendix to our report.

Our report recommended, among other things, that the Mayor should "report back to the committee by January/February 2011, once the effect of the 20 per cent reduction in bus numbers and other works can be seen". TfL's response does not address this request. It also makes no reference to the further 10 per cent cut in 2010. I note the detail provided to the New West End Company in your letter of 14 October on further changes in 2010. I am grateful to you for copying me in to this letter which I will report back to the Committee. Could you confirm that these changes add up to the further 10 per cent reduction promised in 2010 and that you will report back to the Committee on its effect early next year? It would also be helpful if you could include details of any analysis TfL has carried out on the displacement effect of re-routing buses to surrounding roads, such as Regent Street, as opposed to changing routes so that buses return to their original destination after arriving at Oxford Street.

The Committee also requested that Transport for London report on a series of benchmarks set out in the report based on information provided during its investigation. In its response TfL said that it recognised the importance of continuing to deliver improvements in these areas. It went on to state that proposals for any new targets in the areas of accident rates and service levels for pedestrians would have to be discussed with Westminster City Council as it is the highway authority. These would also need to be set in the context of the level of funding that will be available. The response also makes reference to on-going discussions with Westminster Council

about improving the public realm and monitoring against established benchmarks. I would be grateful if you could update the Committee on the progress with these discussions including details of what meetings have been held and the outcomes from them. Furthermore, in the light of the Comprehensive Spending Review it would be helpful if you could give an indication of TfL's longer-term future plans for the area. Specifically, please respond to the request from the Committee that it be included in the Mayor's Great Spaces programme which was not addressed in the response to the Committee from either TfL or the Mayor.

I would be grateful if you could respond to the Committee within four weeks of the date of this letter and copy your reply to the Senior Committee Officer at the address below.

Yours sincerely,

A handwritten signature in black ink that reads "Victoria Borwick". The signature is written in a cursive, flowing style.

Victoria Borwick AM

Rapporteur for the Transport Committee

LONDON ASSEMBLY

Valerie Shawcross AM, Chair of the Transport Committee

London Assembly
 City Hall
 The Queen's Walk
 London, SE1 2AA

Rt. Hon. Theresa Villiers MP
 Minister of State for Transport
 Department for Transport
 Great Minster House
 76 Marsham Street
 London, SW1P 4DR

Date: 15 October 2010

Dear Ms Villiers

Response to consultation on reforming rail franchising

I am writing, on behalf of the London Assembly's cross-party Transport Committee, to set out our response to the Government's consultation on reforming rail franchising. This response is based on our previous work on rail services in London which is relevant to the consultation. Further details of all our work can be found at: <http://www.london.gov.uk/who-runs-london/the-london-assembly/publications/transport>

At the outset, we wish to express support for the Mayor and TfL having a greater role in relation to rail franchises for London's suburban rail lines. On 23 July 2010, the London Assembly, the Mayor and London Councils wrote to the Secretary of State for Communities and Local Government about further devolution of powers to London. In this letter, we set out unanimous agreement for the Mayor having powers to award rail franchises for London's suburban rail lines jointly with the Secretary of State for Transport. We also wanted the Mayor to have a formal monitoring role over these franchises. These proposals are relevant to the request in the consultation for suggestions on how to improve the franchising system.

We believe that, if the Mayor and TfL had a greater role over the suburban rail franchises, it would help to improve the level of rail services in London. It could also help to increase public transport usage and connect different parts of London better. As our previous work has shown, rail services are a vital part of London's transport network. Their contribution to local travel is much greater in London than in any other metropolitan area in the UK. There are around 50 Overground rail routes into London with 75 per cent of all national rail journeys starting or finishing in the London area. Around 85 per cent of Londoners use the rail network. Yet, at present, many of the suburban rail lines are often poorly integrated with other parts of the London's transport network such as the Tube and buses. For passengers this can mean disjointed journeys with great variations in the quality of service and costs.

Our recent work on London's orbital rail network shows TfL can deliver improvements to rail services. In a published letter to the Mayor in July, we highlighted that, in just three years since it assumed direct responsibility, TfL had made great strides in developing London Overground. In the next two years, with the delivery of further planned improvements by TfL, including the East London Line extension phase 2, there is potential for London to have a truly orbital rail network. This will be a significant addition to London's transport system linking 20 London Boroughs and resulting in around one-third of Londoners living within 15 minutes of a London Overground station. We want the Mayor and TfL to have a greater role over franchises so they can expand on this work. This greater role

could ensure further enhancements to London's other rail services which, in turn, would help develop its transport system.

Our past work has shown that TfL can have a very positive impact on rail franchises. For example, our report *Stand and Deliver: Cycle Parking in London* (June 2009) highlighted that TfL's involvement in developing the specifications for the new South Central franchise had helped to deliver an additional 1,500 cycle parking spaces over the five-year term. Without such involvement it was unlikely train operating companies would deliver more cycle parking since this could involve them having to replace retail outlets or car parking spaces with cycle stands, which would involve a loss of revenue. If the Mayor and TfL had a greater role in relation to rail franchises, it could help ensure further such improvements to the services provided to London's rail passengers.

A new approach to rail franchising in London would help to ensure passengers receive a better service. Our work has often shown that passengers have significant concerns about existing rail services and their needs and expectations are not always met by train operating companies. A new approach could, for example, help to tackle the high levels of overcrowding on suburban trains. This was an issue covered in our report *The Big Squeeze: Rail Overcrowding in London* (February 2009). It could also ensure a greater consistency of service during poor weather. In our letter of 17 February 2010 to the then Secretary of State for Transport, we highlighted concerns about disruption to rail services during the snowfall in December 2009-January 2010. In particular, we were concerned that Southeastern had chosen to cancel its services in advance of snowfall whereas other train operating companies serving London had attempted to run their usual services. If the Mayor and TfL had a greater role over rail franchises in London, it could help to ensure such issues do not arise and passengers receive more consistent and better integrated rail services.

We trust this response will inform the consultation and look forward to receiving further details of the Government's revised policies for rail franchising later in the year.

Yours sincerely



Valerie Shawcross AM
Chair of the Transport Committee

Valerie Shawcross AM, Chair of the Transport Committee

Boris Johnson
Mayor of London

London Assembly
City Hall
The Queen's Walk
London, SE1 2AA

Date: 21 October 2010

Dear Mayor

Recent disruption on the Tube

I am writing, on behalf of the Transport Committee, about the recent incidents of disruption on the Tube network. The Committee would welcome an explanation for why each incident occurred and details of the action being taken to prevent further disruption and ensure the highest standards of safety on the Tube.

The recent incidents which have been reported and on which we would like further information include:

- Thursday 21 October – Jubilee line suspended during the morning peak period due to a cracked rail and severe delays on the Piccadilly line due to signal failure.
- Tuesday 19 October – delays on the Victoria line during the peak period due to a defective train which resulted in passengers having to get off the train and walk along the tracks through tunnels. In addition, there was signal failure on the Circle line, disruption on the District, Hammersmith & City and Metropolitan lines and part suspension of the Northern line due to a reported track problem.
- Monday 18 October - Jubilee line suspended because of power interruption due to damaged tunnel telephone cables which resulted in passengers having to get off the train and walk along the tracks through tunnels. Also delays on the Central line due to a signal failure at Bethnal Green, delays on the Metropolitan line due to trains being taken out of service for maintenance, and suspension of the Northern line between Morden and Kennington due to a faulty train at Clapham North.
- Thursday 7 October – Part suspension and reduced service on the District Line after 23 trains were taken out of service because inspections revealed small cracks on the undersides of some trains.

The nature and increasing frequency of these incidents has prompted questions about TfL's safety and maintenance programme for the Tube network. In addition to providing an explanation for why each incident occurred and what action is now being taken, please can you provide details of the safety and maintenance programme now in place for each London Underground line and any changes to these programmes since TfL assumed control for upgrading and maintaining the entire Tube network at the end of June 2010.

We look forward to hearing from you.

Yours sincerely

Valerie Shawcross AM
Chair of the Transport Committee

Cc: Peter Hendy, Commissioner, TfL

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RECEIVED 20 SEP 2010

HM Treasury, 1 Horse Guards Road, London, SW1A 2HQ

Valerie Shawcross AM & Len Duvall AM
London Assembly
City Hall
The Queen's Walk
London
SE1 2AA

Your ref: 84505

30 September 2010

Dear Valerie & Len,

Thank you for your letter of 14 September to the Chancellor of the Exchequer about transport spending in London. I am replying as the Treasury Minister responsible for this policy area.

I welcome the evidence you point to on the economic case for investment in the tube upgrade programme and Crossrail project. The Government recognises the important role investment in infrastructure plays in supporting economic growth and UK competitiveness. As you are aware decisions on major project funding and Transport for London funding will be agreed as part of the Spending Review.

Thank you for taking the trouble to make us aware of these concerns.

Best wishes

A large, stylized handwritten signature in black ink, which appears to be 'Danny Alexander'.

DANNY ALEXANDER

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Subject: Transport for the 2012 Olympic and Paralympic Games

Report to: Transport Committee

Report of: Executive Director of Secretariat

Date: 3 November 2010

This report will be considered in public

1. Summary

- 1.1 This report provides background information to the Transport Committee in relation to its meeting with invited guests as part of its investigation into transport for the 2012 Olympic and Paralympic Games (2012 Games).

2. Recommendation

- 2.1 **That the Committee notes the report and puts questions to representatives of London Councils, Sustrans, Deloitte, the Road Haulage Association and Transport for All about transport for the 2012 Games.**

3. Background

- 3.1 The Committee has agreed to carry out an investigation into transport for the 2012 Games with the following terms of reference:
- To explore progress with the delivery of the Olympic Transport Plan and the main issues arising at this stage e.g. the impact on ordinary London life, the security of the transport network and its accessibility; and, in light of the findings; and
 - To identify any further steps that could be taken to help ensure London's transport system operates effectively during the 2012 Games.
- 3.2 For further information about the investigation, please refer to the background report, attached as **Appendix 1**.

4. Issues for Consideration

- 4.1 The following guests have been invited to attend this meeting to answer questions about transport for the 2012 Games:
- Nick Lester, Corporate Director – Services, London Councils;

- Carl Pittam, London Regional Director, Sustrans;
- Rick Cudworth, Head of Business Continuity & Resilience, Deloitte;
- John Howells, Regional Director for Southern and Eastern Region, Road Haulage Association; and
- Faryal Velmi, Director, Transport for All.

- 4.2 In order to provide a basis for the discussion, the Olympic Delivery Authority (ODA) has been invited to provide a written submission before the meeting. This is due to provide information on: the transport commitments which London has made in agreeing to host the 2012 Games; the legislation which underpins the transport commitments; the progress to date in delivering all aspects of the Olympic Transport Plan; and the major milestones between now and the 2012 Games in relation to the delivery of the Olympic Transport Plan. This submission will be circulated once it is received.
- 4.3 This will be the first of two meetings for the Committee's investigation into 2012 transport. It provides an opportunity to hear from, and question, relevant organisations about the main issues that have arisen at this stage in relation to the Olympic Transport Plan. The second meeting, on 12 January 2011, will provide an opportunity to hear from, and question, representatives of the ODA, TfL and any other relevant organisations about these issues and their progress in delivering the Olympic Transport Plan.
- 4.4 In addition to its meetings, the Committee is gathering written views and information from various organisations and individuals. The Committee may also undertake site visits to inform its investigation.
- 4.5 Following its meeting on 12 January 2011, the Committee will publish its findings on 2012 transport. These will seek to inform the third edition of the Olympic Transport Plan which is due to be published in spring 2011.

5. Legal Implications

- 5.1 The Committee has the power to do what is recommended in this report.

6. Financial Implications

- 6.1 There are no financial implications to the GLA arising from this report.

List of appendices to this report:

Appendix 1 – Background report.

| | |
|--|--|
| Local Government (Access to Information) Act 1985 | |
| List of Background Papers: None | |
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London Assembly Transport Committee investigation into transport for the 2012 Olympic and Paralympic Games

This document provides detailed information on the Committee's investigation into transport for the 2012 Olympic and Paralympic Games (the 2012 Games). Further details about the Committee including its membership can be found on-line via: [Link to Transport Committee page on www.london.gov.uk](http://www.london.gov.uk)

1. Introduction

Purpose of the investigation

- 1.1 The purpose of the investigation is to consider progress in delivering the Olympic Transport Plan and the extent to which the overarching 2012 transport objectives are being realised.
- 1.2 The Committee will explore a broad range of issues relating to such matters as: Games family transport; spectator transport; transport arrangements for individual competition venues and various events; transport for the Paralympic Games; transport safety and security; and the transport legacy. It is an opportunity for the Committee to consider these matters from the perspective of Londoners, following on from its previous work which has often focused on the experience of the passenger.
- 1.3 The Committee is seeking to hear from a range of organisations and individuals about the main issues relating to 2012 transport and from the relevant authorities about their responses to these matters and their progress in delivering the Olympic Transport Plan. In light of the information obtained, the Committee will produce findings which seek to inform the third edition of the Olympic Transport Plan. This is expected to be published in spring 2011.

Terms of reference

- 1.4 The terms of reference for the investigation are:
 - To explore progress with the delivery of the Olympic Transport Plan and the main issues arising at this stage e.g. the impact on ordinary London life, the security of the transport network and its accessibility; and, in light of the findings;
 - To identify any further steps that could be taken to help ensure London's transport system operates effectively during the 2012 Games.

Timing

- 1.5 The investigation has begun and will conclude by March 2011. The outline timetable is:

| | |
|----------------------|--|
| September | Background research including seeking written views and information |
| 3 November | Committee meeting with relevant organisations and individuals about the main issues in relation to transport for the 2012 Games |
| 12 January | Committee meeting with the Olympic Delivery Authority (ODA), TfL and other relevant organisations responsible for transport for the 2012 Games |
| October – January | Possible site visit(s) |
| By March | Publication of findings |

Contributing your views

- 1.6 The Committee is seeking views and information from anyone with an interest in this topic. You can submit your views in response to the terms of reference and the areas outlined in more detail in this document and summarised at page 7 by e-mailing Laura Warren at laura.warren@london.gov.uk or writing to Laura c/o Scrutiny Team, 6th Floor, City Hall, The Queen's Walk, London, SE1 2AA.

2. Background information

Overview of transport for the 2012 Games

- 2.1 An effective transport system will be crucial to the delivery of a successful 2012 Games. On each of the 16 days of the Olympic Games, at least 500,000 spectators, 140,000 Games workers and 55,000 members of the 'Games family', which includes athletes, officials and media, will need to be able to travel between competition venues, training sites and accommodation.¹ At the same time, 'regular' users of London's transport system will need to be able to make their usual journeys.
- 2.2 London's transport system has been a cause of concern in relation to the 2012 Games. Prior to London winning the bid, the International Olympic Committee (IOC) identified transport as a major weakness. However, after receiving confirmation that substantial improvements to London's rail infrastructure would be made to increase capacity and that an Olympic Route Network (ORN) would be put in place, the IOC reported that London could meet the necessary requirements.²
- 2.3 In July 2010, David Higgins, Chief Executive of the ODA, cited the operation of an effective transport system as the "biggest risk." He stated "we know where it hasn't happened. There are famous Games where it hasn't happened."³ At the 1996 Games in Atlanta, there were major problems with transport; untrained bus and coach drivers got lost on the way to venues and in some cases abandoned their vehicles.⁴ In August 2010, the IOC reported that traffic remained its biggest issue in relation to the 2012 Games.⁵

2012 transport commitments

- 2.4 During the bidding process and once London won the right to host the 2012 Games, many commitments were made in relation to transport. The Host City Contract, which is the agreement between the IOC, the British Olympic Association, the Mayor and the London Organising Committee for the Olympic Games (LOCOG), requires safe, secure and reliable transport for all the Games family.⁶ London's candidate file for the 2012 bid (November 2004) contained various transport commitments including that there would be 10 railway lines carrying 240,000 people every hour to the Olympic Park and that the Games family would be guaranteed short and reliable journey times due to the creation and implementation of an ORN. Alongside the candidate file, the then Secretary of State for Transport submitted a letter to the IOC with guarantees relating to the delivery of various transport projects such as the redevelopment of Stratford regional station.⁷

2012 transport objectives and the Olympic Transport Plan

- 2.5 Transport arrangements for the 2012 Games are being delivered through a partnership between the ODA, LOCOG, transport authorities and operators including TfL. They have five specific transport related objectives which cover transport for the Games family, spectators, "keeping London moving during the 2012 Games", leaving a positive legacy in east London and realising

¹ 'Can public transport win gold?', New Transit, August 2010, page 12

² 'Can public transport win gold?', New Transit, August 2010, page 13

³ London 2012 progress report: Will Britain deliver on Olympic promises? The Guardian, 27 July 2010

⁴ 'Can public transport win gold?', New Transit, August 2010, page 12

⁵ IOC still have fears over traffic for London 2012, Inside the Games, 25 August 2010

⁶ Transport Plan for 2012 Games, first edition, (<http://www.london2012.com/documents/oda-transport/transportplansummarypart1accessibleversion.pdf>)

⁷ 'London Olympics 2012: transport', House of Commons Library note, March 2010

value for money.⁸ They aim to host the first “public transport” Games with 100 per cent of spectators travelling to the Games by public transport or by walking or cycling.⁹

- 2.6 The ODA is required by law to prepare and keep under review an Olympic Transport Plan¹⁰ which shows how it will realise the necessary transport arrangements. This Plan includes details of the transport strategy and objectives, Games family transport, spectator transport, transport arrangements for individual competition venues and various events, transport for the Paralympic Games, transport safety and security, and the transport legacy. The ODA has so far published two editions of this Plan (in October 2007 and December 2009) and is due to publish a further refined edition in spring 2011. The ODA has also published separate documents relating to its specific plans for: accessible transport; bus and coach services; West Ham station; improvements to the DLR; and encouraging more walking and cycling.¹¹ Most recently, in July 2010, it published ‘On Time’, a document providing more details of the ORN.
- 2.7 In recent months, there has been much focus on how London’s transport system will operate during the 2012 Games. Set out below is more information on the plans for public transport and the operation of London’s road network during the 2012 Games and some of the issues which have been raised. These are likely to be explored further during the investigation.

Arrangements for transport during the 2012 Games and issues that have been raised

- 2.8 In relation to transport during the 2012 Games, the Mayor has said: “people should not expect things to be as they always are — it will be different. But it won’t be absolutely, cripplingly, punishingly so different as to paralyse the economic activity of London.”¹² He and the ODA have called it “business as unusual.” It will be harder to get around certain areas of the city, but as much information as possible will be provided to keep London moving.¹³

Public transport for the 2012 Games

- 2.9 The ODA is working on the basis that it can manage demand for public transport during the 2012 Games through a combination of improvements to transport infrastructure which will deliver increased capacity and a decline in regular demand.

Infrastructure improvements for the 2012 Games

- 2.10 The bulk of the infrastructure improvements relate to rail as this will form the main mode of transport for spectators. For example, 80 per cent of all spectators estimated to travel to the Olympic Park will use rail.¹⁴ There are a range of 2012 transport projects being delivered by TfL and others including: the development of the North London line; additional cars on the DLR and improvements to capacity at DLR stations; the upgrade of Stratford regional station; the introduction of the Javelin rail service; and various cycle and walking route enhancements.¹⁵
- 2.11 In July 2010, the ODA and TfL reported good progress in delivering infrastructure improvements.¹⁶ The ODA stated that 75 per cent of rail upgrades were complete.¹⁷ Peter

⁸ Transport Plan for 2012 Games, Second Edition, December 2009, ODA, page 23

⁹ London 2012 Olympic Route Network and Paralympic Route Network, July 2010, page 5

¹⁰ London Olympic Games and Paralympic Games Act 2006

¹¹ Available from the London 2012 web site - <http://www.london2012.com/making-it-happen/transport/index.php>

¹² Olympic triumph is my election ticket and I won’t let cuts spoil it, The Evening Standard, 27 July 2010

¹³ London 2012 Olympic Route Network and Paralympic Route Network, July 2010, page 11

¹⁴ Transport Plan for 2012 Games, Second Edition, December 2009, ODA, page 93

¹⁵ Quarterly budget and performance report to TfL Board for period November – December 2008, February 2009

¹⁶ As detailed in London 2012 Transport on track, Connected Report, July 2010

¹⁷ Can public transport win gold?, New Transit, August 2010, page 14

Hendy, Commissioner of TfL, reported TfL was on track to deliver its 2012 transport projects well ahead of the Games.¹⁸ This progress compares favourably to previous Games. In Athens, just weeks before the 2004 Games there was considerable doubt that new light rail and metro links would be completed in time. In Beijing, three new metro lines were scheduled for completion just two months before the 2008 Games although they eventually opened on time.¹⁹

- 2.12 However, some concerns have been expressed that all necessary transport infrastructure will not be delivered in time. As part of the Government's plans to cut public spending, TfL's funding and the ODA's budget of around £600 million for Olympic transport might be reduced. This has led to speculation that some 2012 transport projects could be scaled back.²⁰ There has also been speculation that delays with other improvements to transport in London could have an adverse effect. For example, the upgrade of the Northern line, which is now due for completion in 2013. Recently TfL has reported that the Northern Line upgrade is not part of the 2012 Games transport plans and it will run a full service during the 2012 Games.²¹

Potential decline in regular demand for public transport during 2012 Games

- 2.13 The ODA is assuming average peak period flows on public transport networks will reduce by around 20 per cent during the 2012 Games. This would be the result of usual seasonal reduction in demand in July/August and a further reduction in non-Olympic demand due to the impact of the 2012 Games themselves. This assumption is reportedly based on robust evidence from the last three Games.²²
- 2.14 The ODA, TfL and other transport operators are now working together on service planning to ensure the likely demand can be managed effectively. The 2012 Transport Co-ordination Centre will provide a hub for sharing information across transport operators and will soon begin working in shadow mode to test a variety of scenarios. The ODA is also working on the provision of information and detailed communication with users of public transport to help manage demand during the 2012 Games. This includes working with employers across London to help encourage them to introduce flexible working to reduce demand during the morning peak hours and providing for spectators to plan their journeys. The latter might include sending spectators travel plans which highlight routes where congestion is less likely and establishing a specific 2012 on-line journey planner.²³
- 2.15 Some doubts have been raised about a reduction in demand for public transport during the 2012 Games. A recent Ipsos Mori/BBC London poll of 1000 Londoners found four out of five Londoners planned to stay in the city during the event, and just eight per cent said they would leave to avoid the Olympics.²⁴ Issues have also been raised about the provision of information to public transport users. It has been suggested that spectators could get confused about the different travel options available and public transport could get very congested. For example, close to 100,000 people will leave the Olympic Park within half an hour of each other on certain days and could become confused over the mix of DLR, Tube and national rail services at Stratford. Also, spectators might not plan to get to venues three or four hours beforehand which could result in considerable bottlenecks at railway stations and security checks.²⁵

¹⁸ London 2012 press release 'Main London 2012 station on track to take 120,000 peak passengers and 200 trains per hour', 14 July 2010

¹⁹ 'Can public transport win gold?', New Transit, August 2010, page 12

²⁰ The legacy of the Olympics will be a 21st century transport system, City AM, 27 July 2010 and <http://www.guardian.co.uk/uk/2010/jul/19/olympic-games-2012-budget-cuts>

²¹ TfL press release, 2 August 2010

²² Response to question from Caroline Pidgeon AM to the Mayor 1554/2009, 17 June 2009

²³ 'Can public transport win gold?', New Transit, August 2010, page 17

²⁴ <http://www.thisislondon.co.uk/standard-olympics/article-23860478-summer-holiday-wed-rather-stay-here-for-games-say-londoners-do>

²⁵ London 2012 Olympics: will 'Olympic Lanes' bring travel chaos to London? Not at all, The Telegraph, 29 July 2010

The Olympic Route Network (ORN) and the Paralympic Route Network (PRN)

- 2.16 The ORN (and PRN - a reduced version of the ORN) is a temporary measure to provide for athletes and other members of the Games Family (e.g.technical officials and media) to travel quickly by motor vehicles between their accommodation and competition venues. At a cost of £25 million²⁶, it will comprise 2.6 per cent of London's roads or nearly 500 roads in total including major arteries such as the Marylebone Road and Embankment. The ORN will involve various measures including modified traffic signals and restricted turns. There will also be temporary Games lanes. These lanes, which will total nearly 60 miles in length, will include the areas around Wembley Stadium in north-west London, Lord's cricket ground where the archery will take place, and through central London and out to the venues at Stratford and Greenwich.²⁷ The concept of an ORN was introduced at the 2000 Games in Sydney and used at the 2004 Games in Athens and the 2008 Games in Beijing. At the latter Games, the city's roads were effectively commandeered for the ORN with half Beijing's cars banned from using the roads each day.²⁸
- 2.17 There have been criticisms that the ORN will create considerable congestion and delays. The Licensed Taxi Drivers' Association (LTDA) has estimated a journey from Parliament Square to Tower Hill that currently takes 12 to 35 minutes will take more than an hour during the 2012 Games.²⁹ The Freight Transport Association expects difficulties transporting goods around London because of the ORN. The Road Haulage Association has suggested there is a real risk that deliveries across the capital will be delayed.³⁰ The Federation of Small Businesses has reportedly calculated that firms' operating capacity could be cut by up to 70 per cent.³¹ This raises questions about some ODA assumptions. It expects 80 per cent of typical journeys on London's roads to be unaffected by the ORN.³² Also, that road use will, in any event, decline during the 2012 Games. It fell by around 20 per cent in Sydney during the 2000 Games and by 30 per cent in Athens during the 2004 Games.
- 2.18 Many organisations have argued there should not be an ORN, or at the least, the Games family should make greater use of public transport. London Councils has suggested stripping the 25,000 sponsors for the 2012 Games of the right to use the Games lanes to shrink the ORN and minimise its disruption.³³ The Association of British Drivers³⁴ have criticised the provision of special travel benefits for people other than athletes which could adversely affect Londoners using roads. In a recent Ipsos MORI/BBC London poll of 1,000 Londoners, 45 per cent did not support the idea of Games lanes and a majority did not want them used by journalists.³⁵ There have also been concerns about the impact of the ORN on pedestrians. In February 2010, the media reported that 1,000 sets of traffic lights would be switched off in the capital and temporary pedestrian bridges built over busy roads to help ensure the average speed for transporting the Games family would be 45mph. It was suggested that these lights might be decommissioned permanently as part of the legacy of the 2012 Games.³⁶

²⁶ Press Association 'Games Lanes' For Olympic Athletes' Road Journeys 29 July 2010

²⁷ Press Association 'GAMES LANES' FOR OLYMPIC ATHLETES' ROAD JOURNEYS Jul 29, 2010

²⁸ Can public transport win gold?', New Transit, August 2010, page 17

²⁹ 'Councils seek to limit 2012 VIP lanes'. The Evening Standard, 30 July 2010, page 20

³⁰ London Olympics 2012: transporting food will be a 'nightmare', The Sunday Telegraph, 1 August 2010

³¹ 2012 traffic restrictions 'could force businesses to shut down', The Evening Standard, 20 September 2010

³² Can public transport win gold?', New Transit, August 2010, page 18

³³ Can public transport win gold?', New Transit, August 2010, page 18

³⁴ [Link to article](#)

³⁵ <http://www.thisislondon.co.uk/standard-olympics/article-23860478-summer-holiday-wed-rather-stay-here-for-games-say-londoners.do>

³⁶ 2012 Olympics chiefs to turn off red traffic lights, The Evening Standard, 12 February 2010

2.19 The ODA is now working with delivery partners and local highway authorities to design the detailed measures along the ORN.³⁷ It has also launched specific consultation relating to the penalty charge level for contraventions of the ORN and some proposed amendments to the roads to be included, with a deadline for responses of 31 October 2010.³⁸ Some concerns have been expressed about how the ORN will be enforced and whether this will be the responsibility of London Boroughs, TfL or the Metropolitan Police Service (MPS).³⁹ Issues have also been raised about ensuring Londoners are sufficiently aware of the ORN. The ODA has reported that it will be circulating information to businesses and the general public in the run up to the 2012 Games so people know about the likely impacts of the ORN and have as much time as possible to adjust their travel plans.⁴⁰

Relevant past and current work on transport for the 2012 Games

2.20 The London Assembly has not previously undertaken any detailed investigation into transport for the 2012 Games. However, it has undertaken or is undertaking other work relating to the 2012 Games that may cover transport issues. This includes: the Assembly's report 'A Lasting legacy for London? (2007)⁴¹; the Environment Committee's investigation into staging a sustainable 2012 Games⁴²; the Economic Development, Culture, Sport and Tourism Committee's report on the role of the Olympic Park Legacy Company; and the Health and Public Services Committee's review into how London's emergency services are working together to ensure the delivery of services during the 2012 Games.

2.21 A theme of the Transport Committee's work in recent years has been the experience of the passenger. For example, its report on rail overcrowding (February 2009) and its report on passenger experiences of the London Underground (November 2009) examined the pressures on London's transport network from the perspective of the passenger. The additional pressures of the 2012 Games on this network, the consequential impact on Londoners and how these might be mitigated during Games time is, therefore, likely to be a theme of this investigation. Some current Transport Committee work has also touched on issues relating to 2012 transport. This includes the investigation into the accessibility of the transport network and the rapporteurship on initiatives to make it easier and safer to walk in London. All relevant past and current Transport Committee and other Assembly work will be taken into account in the investigation.

2.22 In 2005, the Transport Select Committee conducted an inquiry into the initial transport plans for the 2012 Games and subsequently published a detailed report (2006). This made many recommendations relating to: the management and funding for 2012 transport; planning the transport provision; certain transport infrastructure improvements; and the 2012 transport legacy.⁴³ In 2007, following the publication of the Olympic Transport Plan, the Select Committee published a further report. This raised concerns about a number of matters including: contingency arrangements; the reliability of assumptions about a reduction in usual demand for transport during the 2012 Games; the proposed use of waterways to transport spectators; the proposed park-and-ride service; and the realisation of a 2012 transport legacy.⁴⁴ Where relevant, these reports will be taken into account in the investigation.

³⁷ London 2012 Olympic Route Network and Paralympic Route Network, July 2010, page 22

³⁸ <http://www.london2012.com/olympic-route-network/formal-consultation.html>

³⁹ Question to the Mayor from Richard Tracey AM, No: 3056 / 2010, 15 September 2010

⁴⁰ London 2012 Olympic Route Network and Paralympic Route Network, July 2010, page 28

⁴¹ 'A Lasting legacy for London?' Summary report, London Assembly, 2007

⁴² See transcript of Environment Committee meeting on 15 July 2010

⁴³ 'Going for Gold: Transport for London's 2012 Olympic Games', Transport Select Committee, March 2006, pages 57-63

⁴⁴ Transport for the 2012 Games: The Draft Transport Plan, Transport Select Committee, February 2007

3. Areas for the Transport Committee's investigation

- 3.1 The Committee's investigation provides an opportunity to check on progress with the delivery of the Olympic Transport Plan and the main issues arising at this stage.
- 3.2 The Committee would welcome receiving written views and information on any issues relating to the Olympic Transport Plan. The Plan covers: the 2012 transport strategy and objectives, Games family transport, spectator transport, transport arrangements for individual competition venues and various events, transport for the Paralympic Games, transport safety and security, and the transport legacy. A copy of the Plan can be found on-line at:
<http://www.london2012.com/making-it-happen/transport/transport-plan.php>
- 3.3 The Committee has identified the following as particular areas of interest at this stage. It would welcome receiving written views and information in relation to these, including any suggestions for actions that the relevant authorities should be taking in response to these matters.
- the potential impact of the 2012 Games on London's transport system and its 'regular' users including:
 - the potential impact on public transport and how demand for public transport should be managed; and
 - the potential impact on the road network including the operation of the Olympic Route Network and how to mitigate its impact.
 - the safety and security of the transport network in 2012;
 - the accessibility of the transport network in 2012 for people with reduced mobility;
 - the transport arrangements for individual 2012 competition venues in London; and
 - the transport arrangements for spectators of the 2012 Games including the 'park and ride' service and encouraging more walking and cycling.

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Subject: Walk This Way: Making Walking Easier and Safer in London

Report to: Transport Committee

Report of: Executive Director of Secretariat

Date: 3 November 2010

This report will be considered in public

1. Summary

- 1.1 This report sets out Caroline Pidgeon AM's rapporteur's report, on behalf of the Transport Committee, *Walk the Way: Making Walking Easier and Safer in London*.

2. Recommendations

- 2.1 **That the Committee agrees the report: *Walk this Way: Making Walking Easier and Safer in London*.**
- 2.2 **That the Committee recommends to the Assembly that it uses its powers under section 60 (1) of the Greater London Authority Act (as amended) to request that the Mayor respond to the report.**

3. Background

- 3.1 The Transport Committee agreed at its meeting on 23 June 2010 to recommend to the Business Management and Administration Committee (BMAC) that Caroline Pidgeon AM be appointed as a rapporteur to investigate initiatives to make it easier and safer to walk in London. BMAC agreed the appointment at its meeting on 20 July 2010.
- 3.2 The terms of reference for this investigation were:
- To explore, with relevant organisations, different initiatives to make it easier and safer to walk in London which could deliver a sustained increase in walking; and
 - In light of the findings, make recommendations to the Mayor and TfL on initiatives to prioritise in '2011 the year of walking', and any other actions to take to help ensure the 'year of walking' leads to a sustained increase in walking.

4. Issues for Consideration

- 4.1 The draft report is attached as **Appendix 1** (for Members only) for the Committee's consideration and agreement. It is also available at <http://www.london.gov.uk/who-runs-london/the-london-assembly/publications>.
- 4.2 The report recommends: that Transport for London and the Mayor should improve the physical environment for walking by developing the Key Walking Route programme across London, promoting local involvement, facilitating informal design reviews and promoting one large-scale pedestrianisation project; that promotion for the 2011 Year of Walking should include a London-wide series of events and be linked to a short-term incentivisation project and longer-term behavioural change campaigns; and that information and wayfinding improvements should be targeted at expanding Legible London and improving the online journey planner.
- 4.3 The report and its recommendations fall within the terms of reference.
- 4.4 As part of the rapporteurship, Caroline Pidegon AM and other Members of the Committee held informal meetings with:
- Representatives from Sustrans, the Campaign for Better Transport, Living Streets, Walk England and Space Syntax on 7 September 2010;
 - Representatives of the GLA Transport Team on 1 September 2010; and
 - Representatives from TfL on 6 October 2010.

5. Legal Implications

- 5.1 The Committee has the power to do what is recommended in this report.

6. Financial Implications

- 6.1 There are no financial implications to the GLA arising from this report.

List of appendices to this report:

Appendix 1 – *Walk this Way: Making Walking Easier and Safer in London*

| |
|--|
| Local Government (Access to Information) Act 1985 |
| List of Background Papers: None |
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Walk This Way
Making walking easier and safer in London

October 2010

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**Greater London Authority
October 2010**

Published by
Greater London Authority
City Hall
The Queen's Walk
More London
London SE1 2AA
www.london.gov.uk

enquiries 020 7983 4100
minicom 020 7983 4458

ISBN

This publication is printed on recycled paper

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| Joanne McCartney | Labour |
| Steve O'Connell | Conservative |
| Murad Qureshi | Labour |
| Richard Tracey | Conservative |

The Transport Committee agreed the following terms of reference for its investigation on 23 June 2010:

- To explore, with relevant organisations, the different initiatives to make it easier and safer to walk in London which could deliver a sustained increase in walking; and
- In light of the findings, make recommendations to the Mayor and TfL on initiatives to prioritise in '2011 the year of walking', and any other actions to take to help ensure the 'year of walking' leads to a sustained increase in walking.

The Committee would welcome feedback on this report. For further information contact Ian O' Sullivan on 020 7983 6540 or ian.osullivan@london.gov.uk. For press enquiries contact Dana Gavin on 020 7983 4603 or dana.gavin@london.gov.uk.

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Rapporteur's Foreword

It is easy to dismiss the importance of walking to London's transport infrastructure. It rarely gets the publicity accorded to other public and private transport modes. However, 5.7 million journeys are made on foot in the capital every day, while walking plays a vital role in transport interchanges and supports so many other journeys.

By 2031, the Mayor wants to increase the number of walking journeys by almost one million every day. This is a goal which the Committee supports and believes could have significant benefits beyond those of offering a greater choice in transport, making trips faster and improving congestion. For relatively small capital expenditure, investing in walking could also help to improve the environment, reduce the costs of heart disease and obesity, and provide a legacy of an enhanced public realm for future generations.

However, this report is coming out at a precarious moment for investing in walking. Transport for London (TfL) and the Mayor have already indicated that walking programmes and smarter travel initiatives will be cut in light of the Government's Comprehensive Spending Review. We believe that there is a danger that in seeking to protect necessary large-scale capital projects, programmes which can have a marked effect on local areas will suffer. The initiatives and programmes we highlight in this report are targeted to ensure maximum benefit and cost effectiveness, and are backed with evidence to show they will help the Mayor to meet his target.

The Mayor has begun to recognise the importance of walking, and has designated 2011 as the Year of Walking. We believe that any programme of events needs to include as many areas of the city as possible, and inspire the imagination of Londoners about alternative uses of their neighbourhoods and town centres. Investing in walking can help re-energise these important civic and economic hubs outside of central London, and ensure a more vibrant and better balanced region. 2011 is also the perfect opportunity to develop and pilot schemes which incentivise walking and help encourage long-term behaviour change.

Sustaining this long-term change will help to shape London for the better, by valuing the needs of communities and local businesses whilst increasing the attractiveness of the city as a global tourist magnet. Investment in walking is an investment in the future of London, and one which should not be ignored.



Caroline Pidgeon AM, Deputy Chair, Transport Committee

Executive Summary

Walking is not commonly thought of as a mode of transport. Yet with nearly 25 per cent of all journeys undertaken in the capital its importance should not be underestimated. Increasing this proportion further, as the Mayor wants to do, will take people off overcrowded trains and buses, out of their cars, and has the potential to make a crucial contribution to a transport strategy which is sustainable and efficient.

Persuading people to walk has wider social benefits as well as contributing to achieving transport goals. It can play a role in improving public health, increasing sustainability compared with the alternatives, and even boosting the economy. Those visiting town centres by foot spend on average over 40 per cent more than those arriving by car and over 55 per cent more than those travelling by tube. In some cases, investment to encourage walking can have cost-benefit ratios of over 20:1.

The key question remains though: can public policy interventions really persuade people to move off other modes of transport and walk? This report suggests that in some cases they can. Furthermore, compared with the high cost capital investment needed for much transport infrastructure, such interventions are affordable and can offer excellent value for money.

The effectiveness of initiatives, and their relatively low cost, are important considerations as the Mayor and TfL begin to prioritise projects in light of the Government's Comprehensive Spending Review. They have already indicated that investment in walking and smarter travel projects will be scaled back. Yet the Mayor's target to increase the share of journeys in the capital by foot from 24 per cent to 25 per cent by 2031 would involve an additional one million extra journeys every day. It is important to ensure that the delivery of higher profile projects is balanced with the need to ensure that the infrastructure is in place to support this increase.

We propose in this report that the Mayor uses the Year of Walking to support relatively low-cost interventions where there is evidence to suggest they can increase the numbers of people walking. These include expanding the Mayor's Key Walking Routes, which involve enhancing the street environment by, for example, widening pavements and de-cluttering street furniture. 2011 will also be an

opportunity to hold a series of pan-London and local events that draw on the highly successful New York Summer Streets initiative.

But clearly something more fundamental is needed to realise the Mayor's ambitions for walking. Evidence from around the world and closer to home suggests that there are lessons to be learned in how the Mayor can use his profile and the status of his office to push the walking agenda. We heard about large-scale pedestrianisation and pedestrian priority schemes which would radically shift the street environment in favour of those on foot. We look to the Mayor to evaluate these schemes and align himself with a high profile proposal which can act as a symbol of his intent to promote walking.

We also believe there is a role for using technology to encourage modal shift. We ask the Mayor to explore the potential of building on the experience of other cities which used the principles of store loyalty cards to encourage people to make sustainable travel choices. We look to him to introduce a pilot scheme in the Year of Walking which would use Oyster technology in partnership with London's businesses.

The Committee recognises the difficulty faced by the Mayor and TfL in setting transport priorities in the current climate. However, investing in walking says something about the character of the city that we want to live in. It says that Londoners should have a public realm which values people as well as vehicles. It says that the value of transport is not merely in shuffling passengers from A to B, but doing so in a way that maximises choice and takes into account their health and well-being.

London's architectural and design heritage has too often been sacrificed in the last few decades to the needs of other transport modes. Investing in walking offers an opportunity to help re-balance the priorities of the capital, by revitalising centres across the region and helping to realise the Mayor's ambition to ensure that all Londoners benefit from living in the world's greatest city.

Introduction

Walking is one of the most popular forms of transport in London. Almost one in four of all daily journeys made in the capital are on foot, rising to 70 per cent of journeys under one kilometre.¹

As a share of the capital's daily journeys, walking has suffered a slight decline in share of the capital's trips since 1993 and has remained relatively flat since.² Like his predecessor, the Mayor is keen to challenge this trend and his Transport Strategy aims to increase the overall proportion of daily journeys on foot (the modal share) from 24 per cent to 25 per cent by 2031.³

Taking into account the projected growth in London's population, meeting this target would mean almost a million extra journeys by foot every day. According to figures provided by Transport for London, 80 per cent of this growth is expected to occur in outer London, with the rest from the denser pedestrian environment of central and inner London.⁴

Under favourable economic conditions, this would be a challenge. However, TfL is facing a cut in its grant from the Department for Transport (DfT) of £2.17 billion over four years, or 21 per cent in real terms by 2014/15. TfL and the Mayor face difficult decisions in prioritising the complex and varying transport needs of the capital. TfL has already indicated that initiatives aimed at walking and smarter travel will be among the first to be cut. It is therefore vital to ensure that the funding which is available is targeted at those initiatives which can help to deliver a million extra daily journeys.

In order to achieve this growth, the Transport Strategy has outlined 17 initiatives to encourage walking, split into three broad areas:

- Providing a safe, comfortable, attractive street environment.
- Making it easier to plan journeys on foot.
- Promoting the health and environmental benefits of walking.

To act as a promotional focal point to highlight the value of increasing the level of pedestrian activity, the Mayor has also designated 2011 as the Year of Walking.

¹ TfL written submission, page 3

² Travel in London Report, 2010, page 339

³ *The Mayor's Transport Strategy 2010*, The Mayor of London, May 2010, page 36

⁴ TfL written submission, page 4

Caroline Pidgeon AM was appointed as rapporteur for the investigation. During the review, information was gathered through written submissions and meetings with stakeholders including TfL and the Mayor's office, sustainable transport and accessibility groups, Business Improvement Districts, local authorities and members of the public. Members also undertook three site visits to examine various initiatives which are underway and how they overcome particular barriers to increasing walking. The written submissions and site visit summaries are published separately with this report.

The Committee has sought to identify initiatives where there is sufficient evidence to suggest that they can generate the behaviour change needed to increase walking. We have considered which initiatives should be prioritised under the three broad headings from the Mayor's Transport Strategy. In doing so, we have inevitably been conscious of the pressure on public finances. Our proposals are intended to be affordable but ambitious and rooted in evidence which suggests that they work and can provide value for money. In each case we make recommendations which we believe can and should be implemented during the Year of Walking and longer-term proposals that can develop from the success of the 2011 initiatives.

The first section of this report consists of a brief overview of the importance of walking, and underscores the environmental, public health and economic case for investment. The following section examines the issues involved in improving the street environment, the single greatest barrier to increasing walking. We then look at the potential role of TfL and the Mayor in promoting walking, both to members of the public, and to local authority officers and planners. We examine the importance of information, mapping and wayfinding and how local knowledge about walking routes needs to be encouraged. In the final section we draw together our proposals for the Year of Walking but also press the case for a more ambitious long-term strategy which we believe will be necessary if the Mayor's target is to be met.

In publishing this report, the Committee seeks not only to make a positive contribution to the Year of Walking, but also to ensure that funding is prioritised in areas where it can make a real difference and ensure that there is a lasting legacy of an attractive and vibrant public realm for future generations to enjoy across the capital.

Why Walking Matters

Almost all Londoners walk at some point every day. Whether it's a trip to a local shop, the hectic school run or part of a daily commute, those trips add up to a large and increasingly vital part of the capital's transport infrastructure. Over five million journeys are made on foot every day in London.⁵

This report will concentrate on the role of walking as a mode of transport; both as a way of making defined journeys, and its vital, if largely unmeasured, role in modal interchanges. These journeys, defined by TfL as 'utility walks', are ones that serve a specific purpose, which make them distinct from leisure walks.⁶

Transport for London has highlighted utility walking as the type with the most potential for mode switching from short journeys made by car or on public transport. With between one quarter and one half of all trips up to two kilometres by car,⁷ there is clearly potential for this switch.

As a Transport Committee, we are inevitably approaching the issue of walking as a mode of transport and its contribution to transport planning. We do nevertheless recognise that walking, like other forms of sustainable transport, has important social, health and environmental benefits which make it particularly desirable as a mode and are vital in making the case for investment. The benefits include:

- Making London a more sustainable city – London has some of the worst air quality in Europe.⁸ Walking is a carbon-free mode of transport and encouraging it would be particularly useful in areas of London where air quality is poorest.
- Improving congestion – The Transport Committee's reports on tube overcrowding and overground rail services highlighted the serious problem of congestion on the transport network especially during peak hours.⁹ This congestion will continue in the medium term as the tube and rail upgrade work continues.
- Improving public health – The Department of Health recommends that adults engage in 30 minutes of physical activity a day to help

⁵ *Travel in London Report*, TfL, April 2010, page 339

⁶ TfL written submission, page 5

⁷ *Living Streets* written submission, page 2

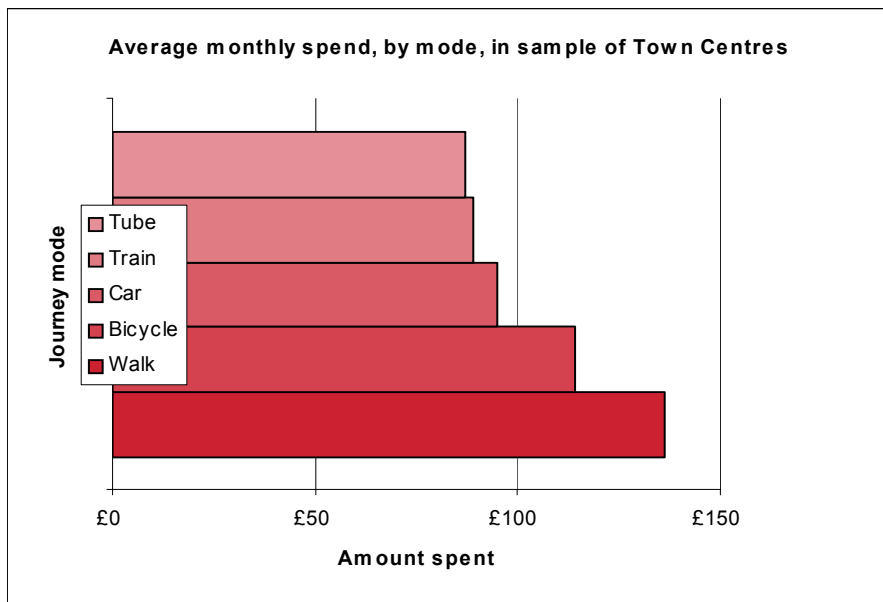
⁸ *Every Breath You Take*, London Assembly Environment Committee, May 2009, page 7

⁹ *Too Close for Comfort*, The London Assembly Transport Committee, December 2009; and *The Big Squeeze*, February 2009

prevent heart attacks, type 2 diabetes and osteoporosis. Busy Londoners could achieve this by walking up to two kilometres daily.¹⁰

- Improving social cohesion – The improvements to the street environment and crossings can help people feel safer and more secure in their neighbourhoods.¹¹ In addition, involving people in how their environment is improved also has the potential to help build a better sense of community.¹²
- Making London a more liveable city – Investing in improvements to the public realm for walking make the city a more attractive and welcoming place, as well as improving accessibility for people of reduced mobility.

Evidence that demonstrates the wider economic case for prioritising improvements in walking infrastructure is also growing, particularly with regards to town centres. The chart below shows that people arriving on foot tend to spend more time and money in town centres, contributing to the growth of the local economy.



Source: TfL Written submission

¹⁰ <http://www.parliament.uk/documents/post/pn162.pdf>

¹¹ For more information, please see Case Study on Key Walking Route, page 17

¹² For more information, please see Local Involvement – page 20

Encouraging people to spend money in their local communities is vital to making a more vibrant, better balanced city. When the gains from improvements to the longer-term benefits listed above are taken into account, investment in walking has a significantly greater benefit to cost ratio than any other mode. Figures from the NHS and Bristol City Council suggest that, in some cases, walking interventions could have a cost benefit ratio of over 20:1.¹³

It is important to acknowledge that many trips cannot be taken on foot for a variety of reasons. A balance must always be struck between those for whom private and public transport is a necessity, and improving conditions to encourage more walking. In particular, any infrastructure or information provision improvements must ensure full accessibility for all Londoners.

Nevertheless as we demonstrate in this chapter there is a growing body of evidence to support the view that as a mode of transport, walking offers a relatively cost-effective, environmentally sustainable and healthy alternative to other modes. The following chapters explore what the barriers are to people in carrying out journeys on foot and what can be done to overcome them.

¹³ *Value for Money: An Economic Assessment of Investment in Walking and Cycling*, Government Office for South West and DoH, March 2010, page 8

The Street Environment

Better Streets, Better City

London is a city of striking contrasts. From historic town squares to bustling shopping streets; from quiet suburban neighbourhoods to congested inner city estates, it provides a daunting challenge for planners and designers. For the last 40 years, the needs of motor vehicles have been consistently prioritised over walkers, as the popularity and dependency on the car has grown.

As a result, London has seen a steady deterioration of the walking environment. Cracked, narrow pavements, poor lighting, unsafe pedestrian crossings, a lack of useful street furniture and poor wayfinding to local amenities actively discourage people from leaving their cars for short journeys. 60 per cent of Londoners rate the quality of the street environment as the main reason for not walking more.¹⁴

In 2009, the Mayor published his Better Streets strategy, which outlined a set of flexible design principles to help local authorities and other stakeholders refashion their streets and neighbourhoods. The aim of Better Streets is to increase the streets' attractiveness to pedestrians and cyclists while also boosting local economies by encouraging more visitors.

Better Streets is a scaled intervention: from simple de-cluttering to more ambitious pedestrianisation and shared space schemes.¹⁵ The Mayor has dedicated £180 million over three years to this initiative, primarily through the Local Implementation Plan (LIP) process. The Committee also recognises that the Mayor's initiatives to improve greenways and parks through the Great Spaces programme will also have an overall beneficial effect on daily journeys.

Organisations have welcomed Better Streets as a useful synthesis of current thinking on improving street design and making it more attractive to walkers. However, as evidence has shown, infrastructure improvements need to be made with a strategic vision for how towns and neighbourhoods should be developed. This will ensure that any investment attains the maximum economic and social benefit.

Up to 2009/10, walking had a distinct budget within the Local Implementation Plan (LIP) system, which was distributed on a bid

¹⁴ TfL written submission, page 5

¹⁵ *Better Streets*, The Mayor of London. November 2009, pages 4 –6

basis to local authorities. The table below shows that while previous spending doubled between 2005/06 and 2007/08, it has remained flat in the last three years.

| Financial Year | Funding (£ millions) |
|----------------|----------------------|
| 2005/06 | 4.8 |
| 2006/07 | 5.2 |
| 2007/08 | 9.2 |
| 2008/09 | 9.2 |
| 2009/10 | 9.2 |

Fig 1.2 – LIP annual spend on walking infrastructure¹⁶

In the latest round of LIP funding, walking no longer has its own budget as TfL has moved away from distinct funding of modal improvements. Investment in walking infrastructure will now be funded through larger scale cross-modal development. While TfL has said that this will lead to a merging of smaller projects into larger, more ambitious schemes, London Councils has said that TfL still has a vital role to play in ensuring that walking is not treated as the poorer cousin.¹⁷

The Committee is also mindful of TfL’s statement that walking programmes are amongst the first to face cuts. When faced with the dual pressure of significant local authority budget cuts, there is now a distinct danger that investment in walking will dry up. TfL will need to monitor the latest round of LIP projects due at the end of 2010 to ensure that all boroughs are maintaining investment in walking infrastructure.

Key Walking Routes

How the changes to LIP funding influence the relative priority of walking initiatives is likely to be demonstrated by the expansion of the Mayor’s Key Walking Routes (KWRs). KWRs have been developed “to encourage walking and improve corridors between local destinations”. KWRs offer enhanced walking environments and have been used to support major projects such as high street revitalisation. Work typically undertaken as part of a KWR includes widened and repaved

¹⁶ TfL written submission, Appendix 3

¹⁷ London Councils written submission

footways, de-cluttering of street furniture and improved street lighting.

Pilot KWRs, such as Wanstead High Street, outlined below, are showing positive results. Similarly, early results from work in the central London clear zone corridor¹⁸ suggest there is an increase in perceptions of safety and security.

Case Study 1 – KWRs in Outer and Central London

Project 1: Wanstead High Street – LB Redbridge

One of the original KWR pilot routes, Wanstead High Street was developed in an attempt to provide an alternative to the use of cars for short journeys into the town centre. The project included widening and improving the quality of the pavement, new lighting for adjacent parks, re-designing crossings to ensure full accessibility, rationalising signage along the chosen route, renovating two historic monuments and installing cycle parking.

The project cost £725,000, with the funding split 60/40 between TfL and Redbridge. As well as winning the London Transport Award for Best Walking Scheme, it also realised:

- A 75 per cent increase in pedestrian traffic by day, rising to a 122 per cent increase at night.
- Improved journey times for buses along the route.
- Fully accessible routes to local libraries, shops and GP surgeries.

The demonstrated success of Wanstead High Street has led to the development of two further KWRs in the borough.¹⁹

Information provided to the Committee by Transport for London describes five completed KWRs to date²⁰ with a further six KWRs

¹⁸ The corridor is located at the convergence of LB Camden, City of Westminster and City of London and extends from Covent Garden to Holborn Circus.

¹⁹ London Borough of Redbridge written submission

across five boroughs planned for 2011. The Committee strongly supports the KWR initiative and is encouraged by the early evidence emerging from the pilot studies. Around one third of boroughs will have been involved in a KWR by the start of 2011/12 and we will be looking to see this expanded further during the Year of Walking and beyond.

Recommendation 1

(a) That for the 2011 Year of Walking, Transport for London, in conjunction with London boroughs, expands the Key Walking Route initiative with the aim that half of all London boroughs have completed or started a Key Walking Route initiative by the end of the Year of Walking.

(b) That for the longer term, each London borough has a Key Walking Route by 2013/14.

Sharing best practice

It is clear from the various submissions from boroughs that investment is occurring in many parts of London to enhance the street environment. These projects range from the high-profile shared space scheme at Exhibition Road in the Royal Borough of Kensington & Chelsea (costing £15.6 million)²¹ to smaller scale street environment projects such as the £700,000 Wandle Links project in Croydon.²²

However, groups have expressed concern that investment has been inconsistent across London, with roughly a third of boroughs highlighted as being enthusiastic about supporting walking projects,²³ a number which corresponds to the approximate number of boroughs engaged in TfL's Core Walking Group.

A report from the Select Committee on Environment, Transport and Regional Affairs in 2001 suggested a reason for this disparity. It highlighted a lack of confidence from borough level officers in advocating investment in walking infrastructure, often due to both a lack of knowledge about what works, as well as a political culture

²⁰ Completed KWRs include Castle Street, Kingston; Wanstead, Redbridge; Covent Garden to Holborn Circus; Marks Gate to Chadwell Heath, Barking and Dagenham; and Redcross Way, Southwark

²¹ Royal Borough of Kensington & Chelsea written submission

²² London Borough of Croydon written submission

²³ Evidence from Carl Pittam, Sustrans, September 7th 2010

which has traditionally valued the needs of cars over other modes of transport.²⁴

Exacerbating the problem is the forthcoming squeeze on local authority finances which may see boroughs lose specialised design skills due to job cuts or questioning the cost-effectiveness of individually employing people with this particular experience.

One potential solution to this problem is offered by what are known as urban design surgeries, or design reviews. These offer a targeted way to share expert knowledge on how to improve the street environment. There is a clear mechanism for providing this service for large, high cost schemes, through the Commission for Architecture and the Built Environment or TfL reviews. The Committee would like to see smaller projects also benefit from this process. More informal surgeries could offer a cost-effective way of receiving objective design advice, while also helping borough officers to better understand the principles of Better Streets and accessible design in general.

Urban Design London (UDL) is a not-for-profit body currently housed at the LDA and funded through contributions from boroughs (£4,000 per borough in 2010/2011). In 2009, UDL was asked by four North London boroughs to provide advice and guidance on public realm projects which they did not feel they had the in-house resources to adequately review.²⁵

The surgeries consist of a panel of three external experts who are recruited for skills in street environment. Offered in partnership with Design for London, TfL, Homes and Communities Agency London and the North London Strategic Alliance, the surgeries are being used not only by the original four boroughs, but also by TfL for TfL Road Network (TLRN) projects and community groups. The surgeries constitute a small proportion of UDL's overall budget which also offers boroughs and other partners places at seminars and training courses in different areas of public realm design.

This type of provision is a useful support for relatively low-cost schemes which have the potential to support the Mayor's walking

²⁴<http://www.publications.parliament.uk/pa/cm200001/cmselect/cmenvtra/167/16707.htm#a7>

²⁵ Urban Design London written submission

ambitions. It could also act as a way for TfL to more actively engage all boroughs, and not just those who have demonstrated an enthusiasm through membership of the Core Walking Group. It will not be enough to simply hope that other boroughs will 'see the light' and eventually come round to the benefits of investing in walking. A more proactive outreach will need to be maintained to ensure all Londoners will benefit.

However, the future of Urban Design London is uncertain, with both the LDA and HCA undergoing review as part of the changes to the structure of regional government in London. We believe this service is cost-effective and should continue to be supported.

Recommendation 2

That the Mayor should report back to this Committee by December 2010 setting out how he will support the provision of urban design surgeries during the Year of Walking and beyond.

Local Involvement

Nobody knows an area like the people who live there. Local people know the location of the uneven paving that can trip you up, where a crossing sits in the wrong place, or where a lack of lighting creates a sense of unease at night. They also have the greatest interest in seeing an area improved as a legacy for the future.

One of the consistent messages heard by the Committee was the importance of ensuring that local people are involved at an early stage in any planned change to their neighbourhood. At its most basic level, this involvement asks residents to identify how they would like to see their neighbourhood developed, and what the barriers to achieving this are.²⁶ Importantly, it also ensures that the accessibility needs of local people are not ignored.²⁷ These needs encompass several areas, including:

- Ensuring that pavement includes appropriate dropped kerbs and blister paving.
- That the removal of street furniture such as benches will not disadvantage older or disabled walkers.

²⁶ Jeremy Leach, Living Streets, September 7th 2010

²⁷ London Visual Impairment Forum written submission

- Ensuring that any shared space or surface schemes are only approved after full local consultation.

Local involvement has the added benefit of allowing people to understand the reasoning behind potentially controversial changes (such as the removal of a parking space).²⁸ It also dovetails with the wider political drive to ensure more local representation and accountability within local or regional decision making.

Living Streets community street audits are an attempt to formalise the auditing process to allow borough and TfL officers to work with local communities in a systematic way. Audits have taken place across London, in areas as diverse as Covent Garden, Sydenham town centre and Brent. Recognised as good practice by the Improvement and Development Agency, the London Borough of Southwark has embedded auditing processes in all street improvement work in the borough.²⁹

Taking this a step further, DIY Streets is an attempt to build the capacity of local people to take their proposed plans through design, funding and implementation stages. It has been piloted across the UK, and in three areas of London.³⁰ A major new initiative is just starting in Haringey with ambitions to carry out a DIY Streets project across a network of roads and an entire neighbourhood.

Case Study – Street Audit of Peckham High Street

To investigate how a community street audit operates, Committee Members took part in an audit with Living Streets in Peckham High Street. Peckham High Street is a lively town centre, with a mix of locally owned businesses, amenities and high street stores. It also offers a range of pedestrian environments, from more modern shared space schemes, to narrow, cracked and crowded pavements.

The audit found several issues which made walking difficult and time-consuming, including:

- An overall lack of strategic thinking along the route with some

²⁸ Carl Pittam, Sustrans, September 7th 2010

²⁹ Living Streets written submission, page 4

³⁰ Clapton Terrace in Hackney, Monsell Road in Islington and Brooke and Evering Road junction, Hackney

sections being markedly better than others.

- Long and complex pedestrian crossings.
- Narrow, cracked paving along much of the High Street.
- Inconsistent and inadequate pavement widths that lead to frequent pedestrian congestion and crowding especially at the location of bus stops.
- Too many vertical poles and other clutter in the form of bins, traffic light boxes, A boards and phone boxes.
- It was also clear from the audit that many of these issues could be solved with just a little investment and imagination. De-cluttering and general maintenance in particular would do a great deal to make walking easier and for relatively small cost.

There is always a risk that such engagement with local communities becomes a lower priority when compared with ensuring buy-in from local authorities and securing funding for schemes to improve the street environment. Embedding local engagement strategies in initiatives to improve the street environment would mitigate this risk. We believe it would also lead to better and more effective schemes which use the expertise of designers and planners to help inspire and support the vision of local people.

Recommendation 3

That a programme of community street audits is integrated into the further development of the Key Walking Routes initiative. We ask that Transport for London reports back to the Committee on how it plans to take this forward in a response to this Committee by December 2010.

Smoothing the traffic flow

The Mayor's Transport Strategy has replaced a previous policy of reducing overall traffic levels with one of smoothing traffic flow across London, which attempts to improve the predictability of vehicle

journey times. However, there is a concern among groups that some actions taken under this policy will actually make it more difficult for people to walk by increasing wait times at junctions, decreasing the number of crossings and re-sequencing traffic signals to give people less time to cross.

The Committee notes that as of June 2010, more than 250 pedestrian crossings around London do not meet DfT minimum standards in providing enough time for pedestrians to cross the road. A further 115 crossings are not fitted with either tactile (or revolving) cones or audible signals, thus presenting a danger to people with visual or aural impairments. The Committee will also monitor the results of the pilot Countdown programme, which aims to make crossing the road safer by giving a timed countdown for a pedestrian crossing.

During the investigation, we have also received information from several groups expressing particular unease about plans to remove over 140 traffic lights in London, many of which also include a pedestrian crossing. As part of a consultation exercise, TfL has released a preliminary list of crossings which they believe can be removed. However, local community groups, as well as local authorities have already criticised some of the choices as being inappropriate due to the location of specific services such as schools near the crossings, and the overall cost. TfL has said it will continue to discuss the removals with local stakeholders.

The failure of so many of London's pedestrian crossings to meet DfT minimum standards risks being an embarrassment for the Mayor as he attempts to position himself as a champion of the pedestrian in the Year of Walking. Rectifying this situation by the end of 2011 would send a powerful signal that the needs of pedestrians are an important element of the Mayor's overall transport strategy.

Recommendation 4

That by December 2011, Transport for London takes steps to ensure all pedestrian crossings in London are;

- (a) Up to minimum DfT standards for pedestrian crossing time; and**
- (b) Include audible signals and tactile cones; and**
- (c) Reports back to this Committee on progress towards meeting these targets by June 2011.**

Finally the Committee believes that TfL and the Mayor should continue to examine the introduction of 20 mph speed limits in residential areas and town centres in London. The Committee's report, *Braking Point*, published in April 2009, highlighted the evidence that 20 mph speed limits have a positive impact on pedestrian safety and also early evidence for their use in encouraging more walking and cycling. The Committee notes that pilot programmes are taking place enforcing borough-wide 20 mph speed limits, such as the recent pilot in Islington.

Recommendation 5

That by December 2010, Transport for London reports back to the Committee on its role in supporting and evaluating the borough-wide pilots of 20 mph zones highlighted in the Committee's April 2009 report.

A long-term vision

The proposals considered so far in this chapter have focused largely on relatively low-cost initiatives to improve walking conditions at a local level. If people find it easier to walk to their local shopping street, then they might think twice about taking the car.

However, a desire to focus on the local level should not be used as an excuse to ignore large-scale projects which can act as a beacon for showing London as a city which values its people above its vehicles.

These large-scale projects rarely avoid controversy as the difficult task of meeting the needs of those travelling by car, bus, bicycle or foot is almost by definition impossible to achieve without one group feeling aggrieved. However, evidence from around the world and closer to home has shown that political leadership has the potential to deliver such schemes and shift public opinion.

Broadway in New York has been transformed from a traffic-choked artery into a largely pedestrian realm with just one lane of traffic flow. This formed part of a wider ambitious pedestrianisation scheme driven past the objections and scepticism of many New Yorkers by its

Mayor³¹. Closer to home, radical changes to the street environment based on shared street principles at Exhibition Road in Kensington & Chelsea and Walworth Road in Southwark, as well as the part-pedestrianisation of Trafalgar Square, have benefited from individual champions at a borough level.

The Mayor has shown past support for major schemes. In his 2008 Transport Manifesto, he outlined a plan to create a pedestrian thoroughfare down Park Lane by re-directing traffic through a re-opened underground tunnel.

The importance of the Mayor's leadership role can be seen from the current work on cycling. The Mayor is personally associated with cycling as a mode of transport. This fact coupled with a long-term strategic vision set out in his document *A Cycle Revolution* has put the question of how to increase cycling at the heart of the debate on transport policy in the capital.

The Committee does not underestimate the challenges presented by some of the proposed pedestrianisation and pedestrian-priority schemes and the extent to which they often divide opinion. Financing in particular will need to be more creative and flexible, drawing in sources from both the private and public sector. However, if he is to push the agenda for walking in the capital, the Mayor needs to set out where he stands on some of the major proposals that are being promoted and what future role he expects large-scale shared street and pedestrianisation initiatives to have in the delivery of his walking target. His support, which can take many forms, including publicity, bridging the gaps between various sectors, and providing matching funds, is a vital element to ensuring the type of ambitious schemes outlined below.

Case Study – Proposed Major Pedestrian Schemes in London

Central London Network

The West End is one of the most economically and socially vibrant parts of London, with an exciting mix of some of the world's best retail, entertainment and historical sites. Yet the area, stretching from Covent Garden to Oxford Street, through Leicester Square and Soho, can be difficult for walkers to navigate and arguably fails to make the

³¹ <http://www.nytimes.com/2010/09/06/nyregion/06broadway.html>

most of its lively attractions.

The Committee published a report earlier this year examining some of these issues and which encouraged the Mayor to consider some radical options for reconfiguring the Oxford Street, Regent Street and Bond Street area. That report, entitled *Streets Ahead*, called for the part pedestrianisation of the western end of Oxford Street as well as inclusion of the area in the Mayor's Great Spaces programme of public realm improvements.³²

While some work is taking place in the area under the Clear Zone Corridor KWR programme,³³ a more strategic, thought out vision could help transform the area. Some suggestions to the Committee included a thorough mapping and audit exercise to identify the most used and important routes; systematic de-cluttering with new signage (linked to the Legible London project); and investigating areas which could be either partly or wholly pedestrianised (for example, Soho) to create a space to rival anywhere else in the world.

The London Promenade

The London Promenade is a proposal to broaden and improve 2.5 kilometres of walkway on the South Bank. Stretching from Gabriel's Wharf to Butler's Wharf, the Promenade would provide, wherever possible, a 10m wide walkway which would bypass existing 'pinch points' where there is already considerable pedestrian traffic (eg Clink Street and Blackfriars Bridge). The Promenade would use a series of platforms and jettys and provide consistent, improved lighting along the route.

There is a range of views within the Committee on the feasibility of such a scheme especially in terms of finance and construction. However, the goal to increase the capacity of the South Bank is one which will need to be examined by the Mayor in light of the exciting business and residential developments in the area, including space for thousands of new flats and offices, the construction of the Shard and the re-development of the station at Bankside.

³² *Streets Ahead: Relieving Congestion on Oxford Street, Bond Street and Regent Street*, the London Assembly Transport Committee, February 2010, page 27

³³ See page 13 for more information

Current proposals are to finance it jointly through public and private finance. More information on the Promenade can be found at <http://www.londonpromenade.com/>

The Mayor's commitment is a long-term one: one million more walking journeys every day by 2031. To ensure that these journeys are a quantifiable increase, and not the result of improved measuring, a larger vision for how walking can be developed is needed.

We believe that the Mayor should use the publicity generated by the Year of Walking to set out a similar long-term vision for how to ensure that any increase in the modal share of walking can be sustained and built upon. The Mayor has a particular role to play in using the status of his office to set the transport agenda; walking presents some particularly difficult challenges, which is why the Mayor's leadership on this issue becomes even more important. From helping to identify best practice, to providing a boost to partnership working, to providing momentum for larger-scale, more ambitious pedestrianisation projects, it is essential that the Mayor sets out how he plans to ensure that the Year of Walking is the beginning, not the end, of the journey.

Improvements to walking infrastructure help give Londoners a stake in their local neighbourhoods and town centres. Helping to increase the social cohesion of our city and boosting the economic potential of local businesses would be an excellent legacy for the Year of Walking.

Recommendation 6

We recommend that by the end of 2011 the Mayor should

- (a) Show support for at least one large-scale infrastructure project which will have pedestrians at its core and will act as a flag-ship project to demonstrate his commitment to walking; and**
- (b) Include details in his long-term strategy for increasing the modal share of walking.**

Promoting Walking

Apart from its role in improving public health, walking has rarely been promoted as a way to help solve some of the other challenges of urban life, such as our traffic choked roads and the congested public transport network. Ironically, the ease with which people walk and the fact that it requires virtually no financial investment, means that its importance as a mode of transport and a spur to economic activity is often overlooked.

2011 offers a unique opportunity to change this. As part of a sustained push to promote the benefits of walking across London, the Mayor has designated 2011 as the Year of Walking.

The Big Push – How 2011 Year of Walking should be promoted

2010's Year of Cycling provides a basis for how the Committee believes the Mayor and TfL should approach 2011. While TfL has stressed that the Year of Walking will not benefit from the launch of headline schemes such as the Barclays Cycle Superhighways and Cycle Hire Scheme, there are nevertheless opportunities for making a defined case for the importance of walking in its own right.

One of the distinct advantages of walking over cycling as a sustainable form of transport is that it requires virtually no financial investment on the part of the walker. This no-fuss attitude for walking makes it an excellent candidate for an bold pan-London series of events to mark the Year of Walking in 2011. With TfL's own figures projecting that 80 per cent of the growth in walking will come from outer London, ensuring that 2011 sees a wide spread of events across the capital could help to ensure an extensive legacy which can be built on in the future.

All organisations have expressed support for a major temporary pedestrianisation event in 2011 and suggested this could act as "a kind of tent pole for everything else to hang off" leading to an annual event to help sustain any increases.³⁴

The evolution of the previous Mayor's London Freewheel into the mass SkyRide events in central London, Ealing and Redbridge provide strong recent examples of how the Mayor and TfL, through working closely with groups and boroughs, can establish a high-profile annual event. Organisations have stressed that for a major walking event to

³⁴ Transcript of 7 September 2010 meeting, page 24

be successful it needs Mayoral support. This support would “send a very strong and powerful message” about the desire to increase walking but that “it would need really high-level support, backing and explaining” to get buy-in and fend off any scepticism from the press or the general public.³⁵

The major event could have various features. It could involve the temporary closure of a number of roads in central London for pedestrians’ use. Bogotá in Colombia has been a leader in closing down streets to traffic with the development of the weekly *ciclovía* over thirty years ago. Their example has inspired other cities across the world, even one as vehicle-centred as Los Angeles, which recently temporarily closed down more than seven miles of main thoroughfare to allow resident and locals to make use of the space.

In New York, the Department of Transportation organises an annual event, Summer Streets, which, during three consecutive weekends in August, closed down various roads to promote their use by pedestrians.³⁶ As well as the main closures in such important areas as Park Avenue, the Department of Transportation worked with community groups in all five New York boroughs to develop a programme of 17 Weekend Walks between May and September. Each walk was an event organised and hosted by a local partner. It featured a range of activities which promoted local amenities and businesses whilst at the same time highlighting the benefits of walking.³⁷

This would be an excellent model for the Mayor to ensure that the Year of Walking is one for all Londoners. Examples of what could be done with temporary pedestrianised zones include:

- Guided walks through historic town centres.
- “Walk the Tube” trips to help highlight quicker tube journeys.
- Linking public green spaces.
- Experimenting with providing pedestrian plazas in streets over consecutive weekends.
- Helping publicise local businesses by providing temporary markets or food courts.

³⁵ Transcript of 7 September 2010 meeting, page 25

³⁶ <http://www.nyc.gov/html/dot/summerstreets/html/home/home.shtml>

³⁷ <http://www.nyc.gov/html/dot/weekendwalks/html/about/about.shtml>

- Working with local schools and artists to provide open air galleries, museums and performances on the street.

This is an opportunity for the Mayor, TfL and other stakeholders to directly engage the imagination of all Londoners by challenging them to come up with the most innovative and successful ideas. As we noted previously, local people know their area best. The best of these ideas can be recorded and used to develop events post-2011, as well as inform the Mayor's thinking on pedestrianisation schemes highlighted in the previous chapter. An example of this could be the closure of streets from Regents Park to Southbank, temporarily creating the 'Nash Ramblas', which would link some of London's prime historic, cultural and historical centres.

One way to ensure more local promotional activities for walking is to engage with existing events which are already well established and popular. There have been temporary pedestrianisation events in parts of London before, for example, the Very Important Pedestrian (VIP) Day among shoppers and retailers in Oxford Street, Regent Street and Bond Street, which could be expanded for the Year of Walking. There are also annual events such as the 'Open House' weekend each September which might lend themselves to more walking-related promotions.³⁸ Limited budgets should not be an excuse for small-scale, limited thinking.

In developing a range of promotional events for walking for 2011 and beyond, the Mayor and TfL should ensure they target groups of people who do not walk very much as well as people who already undertake journeys by foot. These include residents from poorer neighbourhoods across Greater London, as well as certain BME communities³⁹. This would support the delivery of the Mayor's Health Inequalities Strategy, which aims to target groups with low levels of physical activity with specific, practical solutions.

Recommendation 7

(a) That for the 2011 Year of Walking the Mayor and TfL should plan, with relevant organisations, a major new pedestrianisation event in Central London.

³⁸ <http://www.openhouselondon.org.uk/index.html>

³⁹ Transcript of September 7th Meeting, page 23

(b) That in 2011, the Mayor should also provide support and assistance to boroughs and organisations to ensure that all boroughs are able to hold one event to promote the Year of Walking.

(c) That beyond 2011 to help realise a sustained increase in walking the Mayor and TfL should develop an annual pedestrianisation event which can act as a catalyst for similar events in boroughs.

Incentivisation

Changing ingrained behaviour is hard. Think how many New Year resolutions fall by the wayside after an initial burst of enthusiasm. Yet that initial burst is vital to beginning the process. We have seen in the previous section how the Year of Walking could be used to start this process. However, the Committee believes that longer-term solutions to encouraging and sustaining this change will also need to be developed to deliver the Mayor's targets.

Alongside initiatives to promote walking, organisations have suggested that offering incentives might help encourage people to walk more. For example, TfL has piloted a project amongst school children in Wimbledon and Bexleyheath to encourage them to use sustainable transport options during busy periods. *Step to Get* uses a store-card style system to allow young people to build up points which can be exchanged for vouchers at high street stores. Walk England has reported on its work with Manchester City Council and NHS Manchester on a similar scheme called *Points4Life*, which will launch on a city-wide basis in January 2011.⁴⁰

Clearly the technology exists to run targeted programmes in areas of London. The Committee believes that the Mayor and TfL should examine this model to see if it can be used across London as a major promotional tool during the Year of Walking. There may also be scope to use the existing Oyster card system infrastructure to develop a longer-term system, which could reduce the implementation and administration costs. Recently, the Mayor has announced an intention to bring in an alternative payment system using 'contactless' debit and

⁴⁰ More information can be found at www.points4life.info

credit cards to help harmonise ticketing systems globally.⁴¹ We believe that any move in this direction should also look at the possibility of including rewards for sustainable travel choices.

This is also an area where the Mayor can use the powerful forum given to him through his elected office to bring leading members of London's technological and business communities to establish the feasibility of such a system, and perhaps help to provide start-up and administration costs through sponsorship deals. A small example of the vibrant skill of Londoners was on display at the launch of the Barclay's Cycle Hire Scheme, which saw a flood of apps tied to mobile phone technology to help users navigate the new system. An exciting legacy for the Year of Walking would be to see London at the forefront of this kind of development.

While evidence exists that these kinds of incentivisation schemes can change travel behaviour in the short-term, there is little evidence that on their own they will change long-term habits.⁴² In light of this, the short-term gains achieved need to be sustained through the use of consistent messaging and information provision. Many organisations have highlighted these in the context of Smarter Travel schemes which operate mainly in workplaces and schools. These schemes involve a range of initiatives, including promotional work, information provision and reward schemes, to encourage employees and children to walk and cycle more.

Smarter Travel schemes use monitoring and evaluation techniques to scrutinise the success of various interventions. This allows the schemes a degree of flexibility to move with changing fashions and the shifting priorities of targeted groups.⁴³ As well as offering the gimmicks of 'rewards', consistent messaging about the transport and health benefits of walking are used to maintain any increase in activity. After two major pilot initiatives in Sutton and Richmond, a large body of evidence now exists about what works best.

Case Study – Smarter Travel Sutton

Smarter Travel Sutton, which took place between 2006 and 2009, was one of the UK's largest sustained transport behavioural change

⁴¹ <http://mqt.london.gov.uk/mqt/public/question.do?id=32678>

⁴² Transcript of 7 September 2010 meeting, page 32

⁴³ *Lessons Learned*, Smart Travel Sutton, November 2009, page 4

programmes. With £5 million funding from TfL and LB Sutton, it was an ambitious attempt to change the travel behaviour of an entire borough.

By 2009, Sutton had seen:

- A 75 per cent increase in cycling
- A 16 per cent increase in bus patronage
- 100 per cent of schools covered by a travel plan
- Over 16,000 employees covered by a workforce travel plan
- A 6 per cent mode shift away from the car
- A 3.2 per cent reduction in traffic levels

In order to achieve these results, LB Sutton had to ensure the participation of influential groups from the private, public, health and voluntary sectors and to sustain that participation over a number of years. The success of Sutton has led to a second borough level pilot scheme being set up in Richmond in 2009.

In light of this work, it is particularly disappointing that TfL has highlighted smarter travel as a programme which faces cuts in light of the Comprehensive Spending Review. In a survey undertaken by the Chartered Institute of Logistics and Transport in how to prioritise spending under the Comprehensive Spending Review, smart travel initiatives were ranked as the third most important priority for transport spending.⁴⁴ Smart Travel was also consistently praised within the submissions for this investigation from advocacy groups and boroughs. This demonstrates the cross-sector support for the necessity of these schemes if priorities around sustainable transport are to be met.

Even if funding is reduced for these schemes, TfL and the Mayor need to ensure that the experiences of Sutton, and the further work in Richmond, are distributed to all boroughs. As noted in the section on design surgeries, TfL has a particular role to play in ensuring that all boroughs have the tools and information to become engaged in increasing the number of people walking. By giving the evidence basis for different interventions in the Smarter Travel range it can help to

⁴⁴ <http://www.ciltuk.org.uk/pages/newsarticle?B218F8D2-32B4-4E38-8593-0CAE2AA5C0F5>

ensure that boroughs who may still want to invest in these programmes, will know where best to target their interventions.

Recommendation 8

- (a) That for the 2011 Year of Walking the Mayor and TfL should develop a pilot scheme that offers Londoners an incentive to undertake more journeys by foot by offering store-card type rewards. This could be developed in partnership with London businesses and linked into the existing Oyster Card system. The pilot should be monitored and the results used to determine if there is merit in the development of a wider scheme.**

- (b) That beyond 2011 to help realise a sustained increase in walking the Mayor and TfL should develop a programme which extends the principles of smarter travel schemes, including 'rewarding' more walking, to the 50 biggest employers in London.**

Information and Planning

It's a common sight on London streets: the slightly bewildered expression at a junction, people anxiously consulting a variety of maps or simply staring confused at a series of signs which all seem to be telling them to go in different directions. Whether feast or famine, too much signage or too little, Londoners and visitors are often left confused about how to access local amenities and services.

The provision of accurate information on walking is the second largest barrier to increasing the levels of walking. According to TfL's research, 25 per cent of Londoners are dissuaded from walking by a lack of adequate information and wayfinding.⁴⁵ Improving this provision will ensure that the hundreds of thousands of extra people walking in London in 2031 will know where to go, and the quickest way to get there.

Online information

Our understanding of the geography of London is skewed by the elegance of the tube map design, which bears little relevance to the distance or time it would take to walk journeys. Yet 44 per cent of people in one survey said they used the Tube map as a way to find their way around London.⁴⁶

As well as causing needless congestion in some of the capital's busiest stations, it can also lead to longer journey times. To take a small example within central London, 40 per cent of journeys undertaken at Moorgate are less than two kilometres in length. Across the entire public transport network, 10 per cent of all Tube journeys and up to half of all bus journeys undertaken are also that length.⁴⁷

One of the central issues to improving information provision is describing journeys in terms of time rather than length; two kilometres is approximately 30 minutes walking at an average pace for an adult. By better indicating approximate journey times, TfL could help to encourage people to shift from using public transport or car journeys for these short trips.

Organisations have suggested TfL should help address this issue through changes to its online Journey Planner. Walk England

⁴⁵ TfL written submission

⁴⁶ *Legible London: A Wayfinding Study*, AIG & Central London Partnership, page 32

⁴⁷ *Legible London: A Wayfinding Study*, AIG & Central London Partnership, page 20

highlighted that the Journey Planner often only defaulted to a walking option when the journey was 15 minutes or less. Other organisations also expressed concerns that Journey Planner did not always provide the fastest walking route or sufficient information about the walking route to help people find their way.⁴⁸ They compared it to other websites such as www.walkit.com, which generates a detailed route map and written instructions between any two points. As well as the likely journey time, it also includes information on the number of calories you might burn, the step count and your carbon saving.

Where to go - signage and wayfinding at street level

Many organisations, including a wide cross-section of London boroughs, have expressed support for the expansion of Legible London. This is TfL's flagship initiative to deliver harmonised, accurate and targeted signage and information at street level. Based on the experiences in boroughs such as the City of London and Islington, Legible London has involved a series of pilots in Bond Street, Richmond and Twickenham, South Bank and the Clear Zone Area in Central London.

The results of the original Bond Street pilot have been encouraging:⁴⁹

- 62 per cent of respondents said the system would encourage them to walk more.
- 85 per cent said the system was simple to use.
- Pedestrian journeys in Bond Street were quicker by an average of 16 per cent.

The Barclays Cycle Hire Scheme has also seen a significant extension of Legible London principles within an area of central and inner London roughly equivalent to Zone 1, by offering similar mapping and wayfinding at all docking stations. TfL is now examining rolling out Legible London style maps as the main style of mapping available at all tube and Overground stations. However, this will only be implemented if the overall cost can be kept to the same level as current mapping provision.⁵⁰

⁴⁸ Transcript of September 7th meeting, page 33

⁴⁹ TfL written submission – please note evaluation of other pilot areas to become available in September 2010

⁵⁰ http://www.tfl.gov.uk/microsites/legible-london/5_42.aspx

The Transport Committee has looked at the issue of tube and rail overcrowding in the past and recommended that information provision at congested stations needed to be improved to offer passengers a wider variety of options, particularly during rush hour periods. 108 tube journeys, representing approximately 20,000 daily trips, are actually quicker on foot than on the tube.⁵¹ The Transport Committee report, *Too Close for Comfort*, advocated the use of a traffic light system to warn people of tube congestion, linked to a push to move people to walking by means of staff information and mapping provision.⁵² This could also be linked to the Journey Planner where passengers are warned about congestion before travelling and a walking option is offered. In light of the clear benefits to the transport system, we believe that it is worth TfL investing in improved mapping in particularly busy areas as a priority, which would provide people with defined walking routes to local services or quieter interchanges.

Although the Committee welcomes Legible London, its widespread expansion across all London boroughs will not be possible without considerable additional funding. Local businesses could be approached for sponsorship. In its submission to the investigation, the Business Improvement District Better Bankside was very supportive of the scheme, and advocated extending the mapping to more portable forms. This may indicate that there is scope to approach private funding for the scheme. If this is absent, alternative sources of street-level information provision should be encouraged, such as communities becoming involved in the provision of information and mapping of local walking routes. Living Streets has highlighted its work in Marks Gate in the London Borough of Barking and Dagenham which involved a local school producing a map of local streets.⁵³

Many organisations have taken advantage of new opportunities offered by advances in mobile technology to offer apps which use GPS technology to help people explore the city. This technology can be used to help link the importance of walking as a mode of transport with its other health and social benefits, while also helping to provide funding through partnership working across sectors. A particularly good example of this is the Museum of London's mobile app which

⁵¹ *Travel in London Report*, TfL, April 2010, page 345

⁵² *Too Close for Comfort*, London Assembly Transport Committee, November 2009

⁵³ Transcript of 7 September 2010 meeting, page 22

offers potted histories of locations as you walk,⁵⁴ which can encourage people to walk longer and further.

Recommendation 9

- (a) That for the 2011 Year of Walking TfL should ensure that its Journey Planner defaults to a walking option as the first choice for any trip under 1 km/15 mins and includes a walking option for journeys up to 2kms/30 mins.**
- (b) That during 2011 TfL target the 108 tube journeys which are quicker on foot and introduce a programme of signage and information provision based on legible London principles to encourage people to walk these trips**
- (c) That, in the light of TfL's funding settlement, the Mayor and TfL should examine the business case for extending the Legible London signage system to include Overground Rail and Tube stations ensuring that the business case considers its potential impact on overcrowding. We ask that Transport for London report back to the Committee on this by March 2011.**

⁵⁴ <http://www.museumoflondon.org.uk/MuseumOfLondon/Resources/app/you-are-here-app/index.html>

Conclusion

We all face hard choices in the coming years. Transport in London is a complex web, with some of the largest capital projects in Europe currently under-way. The Committee recognises the difficulties faced by TfL, the Mayor and boroughs in deciding where public finances should be invested. We believe that those choices should be informed by a long-term view of how neighbourhoods and town centres should be developed to enhance the space for local people and businesses.

Investing in walking says something about the character of the city that we want to live in. It says that Londoners should have a public realm which values people, not vehicles. It says that the value of transport is not merely in shuffling passengers from A to B, but doing so in a way that maximises choice and takes into account their health and well-being.

The 2011 Year of Walking offers the Mayor and TfL a unique opportunity to make the case for the importance of walking as a distinct mode of transport. This report proposes cost-effective initiatives and programmes that we believe should be prioritised, focusing particularly on improving the street environment and changing patterns of travel.

The Committee is looking to the Mayor to use the considerable agenda-setting powers of his office to ensure that investment in walking remains a priority. This will need an ambitious, strategic view, recognising how the value of walking cuts across so many key agendas within London.

Ultimately, this report is about investing in the future of London as a world city. London's architectural and design heritage has too often been sacrificed in the last few decades to the needs of other transport modes. Investing in walking offers an opportunity to help re-balance the priorities of the capital, by revitalising centres across the region and ensuring that all Londoners benefit from living in one of the world's great urban environments.

Appendix 1 Recommendations

Recommendation 1

- (a) That for the 2011 Year of Walking, Transport for London, in conjunction with London boroughs, expands the Key Walking Route initiative with the aim that half of all London boroughs have completed or started a Key Walking Route initiative by the end of the Year of Walking.
- (b) That for the longer-term, each London borough has a Key Walking Route by 2013/14.

Recommendation 2

That the Mayor should report back to this Committee by December 2010 setting out how he will support the provision of urban design surgeries during the Year of Walking and beyond.

Recommendation 3

That a programme of community street audits is integrated into the further development of the Key Walking Routes initiative. We ask that Transport for London reports back to the Committee on how it plans to take this forward in a response to this Committee by December 2010.

Recommendation 4

That by December 2011, Transport for London takes steps to ensure all pedestrian crossings in London are;

- (a) Up to minimum DfT standards for pedestrian crossing time; and
- (b) Include audible signals and tactile cones; and
- (c) Reports back to this Committee on progress towards meeting these targets by June 2011.

Recommendation 5

That by December 2010, Transport for London reports back to the Committee on its role in supporting and evaluating the borough-wide pilots of 20 mph zones highlighted in the Committee's April 2009 report.

Recommendation 6

We recommend that by the end of 2011 the Mayor should

- (a) Should show support for at least one large-scale infrastructure project which will have pedestrians at its core and will act as a flag-ship project to demonstrate his commitment to walking; and
- (b) Include details in his long-term strategy for increasing the modal share of walking.

Recommendation 7

- (a) That for the 2011 Year of Walking the Mayor and TfL should plan, with relevant organisations, a major new pedestrianisation event in Central London.
- (b) That in 2011, the Mayor should also provide support and assistance to boroughs and organisations to ensure that all boroughs are able to hold one event to promote the Year of Walking
- (c) That beyond 2011 to help realise a sustained increase in walking the Mayor and TfL should develop an annual pedestrianisation event which can act as a catalyst for similar events in boroughs.

Recommendation 8

- (a) That for the 2011 Year of Walking the Mayor and TfL should develop a pilot scheme that offers Londoners an incentive to undertake more journeys by foot by offering store-card type rewards. This could be developed in partnership with London businesses and linked into the existing Oyster Card system. The pilot should be monitored and the results used to determine if there is merit in the development of a wider scheme.
- (b) That beyond 2011 to help realise a sustained increase in walking the Mayor and TfL should develop a programme which extends the principles of smarter travel schemes, including 'rewarding' more walking, to the 50 biggest employers in London.

Recommendation 9

- (a) That for the 2011 Year of Walking TfL should ensure that its Journey Planner defaults to a walking option as the first choice

for any trip under 1 km/15 mins and includes a walking option for journeys up to 2kms/30 mins.

- (b) That during 2011, TfL target the 108 tube journeys which are quicker on foot and introduce a programme of signage and information provision based on legible London principles to encourage people to walk these trips
- (c) That, in the light of TfL's funding settlement, the Mayor and TfL should examine the business case for extending the Legible London signage system to include Overground Rail and Tube stations ensuring that the business case considers its potential impact on overcrowding. We ask that Transport for London report back to the Committee on this by March 2011.

Appendix 2 Orders and translations

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Chinese

如您需要这份文件的简介的翻译本，
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Vietnamese

Nếu ông (bà) muốn nội dung văn bản này được dịch sang tiếng Việt, xin vui lòng liên hệ với chúng tôi bằng điện thoại, thư hoặc thư điện tử theo địa chỉ ở trên.

Greek

Εάν επιθυμείτε περίληψη αυτού του κειμένου στην γλώσσα σας, παρακαλώ καλέστε τον αριθμό ή επικοινωνήστε μαζί μας στην ανωτέρω ταχυδρομική ή την ηλεκτρονική διεύθυνση.

Turkish

Bu belgenin kendi dilinize çevrilmiş bir özetini okumak isterseniz, lütfen yukarıdaki telefon numarasını arayın, veya posta ya da e-posta adresi aracılığıyla bizimle temasa geçin.

Punjabi

ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਸੰਖੇਪ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਲੈਣਾ ਚਾਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫੋਨ ਕਰੋ ਜਾਂ ਉਪਰ ਦਿੱਤੇ ਡਾਕ ਜਾਂ ਈਮੇਲ ਪਤੇ 'ਤੇ ਸਾਨੂੰ ਸੰਪਰਕ ਕਰੋ।

Hindi

यदि आपको इस दस्तावेज़ का सारांश अपनी भाषा में चाहिए तो उपर दिये हुए नंबर पर फोन करें या उपर दिये गये डाक पते या ई मेल पते पर हम से संपर्क करें।

Bengali

আপনি যদি এই দলিলের একটা সারাংশ নিজের ভাষায় পেতে চান, তাহলে দয়া করে ফো করবেন অথবা উল্লেখিত ডাক ঠিকানায় বা ই-মেইল ঠিকানায় আমাদের সাথে যোগাযোগ করবেন।

Urdu

اگر آپ کو اس دستاویز کا خلاصہ اپنی زبان میں درکار ہو تو، براہ کرم نمبر پر فون کریں یا مذکورہ بالا ڈاک کے پتے یا ای میل پتے پر ہم سے رابطہ کریں۔

Arabic

الاحصاء على ملخص لهذا المستند بلغة تفضّل،
فارجاء الاتصال برقم الهاتف أو الاتصال على
العنوان البريدي العادي أو عنوان البريد
الإلكتروني أعلاه.

Gujarati

જો તમારે આ દસ્તાવેજનો સાર તમારી ભાષામાં જોડતો હોય તો ઉપર આપેલ નંબર પર ફોન કરો અથવા ઉપર આપેલ ટપાલ અથવા ઇ-મેઇલ સરનામા પર અમારો સંપર્ક કરો.

Appendix 3 Principles of scrutiny page

An aim for action

An Assembly scrutiny is not an end in itself. It aims for action to achieve improvement.

Independence

An Assembly scrutiny is conducted with objectivity; nothing should be done that could impair the independence of the process.

Holding the Mayor to account

The Assembly rigorously examines all aspects of the Mayor's strategies.

Inclusiveness

An Assembly scrutiny consults widely, having regard to issues of timeliness and cost.

Constructiveness

The Assembly conducts its scrutinies and investigations in a positive manner, recognising the need to work with stakeholders and the Mayor to achieve improvement.

Value for money

When conducting a scrutiny the Assembly is conscious of the need to spend public money effectively.

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Subject: London TravelWatch – Appointment of External Auditor

Report to: Transport Committee

Report of: Executive Director of Secretariat and Executive Director of Resources

Date: 3 November 2010

This report will be considered in public

1. Summary

- 1.1 Under the requirements of Schedule 18 paragraph 8 (4) of the GLA Act it is for the London Assembly to appoint the external auditor of London TravelWatch.
- 1.2 The Committee agreed at its meeting on 26 May that authority be delegated to the Executive Director of Secretariat, in consultation with the Executive Director of Resources, to let a new three-year contract for the appointment of an external auditor to undertake the audit of annual statutory accounts of London TravelWatch for the 2010/11 to 2012/13 financial years.
- 1.2 This report is to advise the Committee that following a procurement process undertaken by the Greater London Authority the Executive Director of Secretariat acting on the advice of the Executive Director Resources has decided to award this external contract to Moore Stephens LLP.

2. Recommendation

- 2.2 That the Committee approve the decision of the Executive Director of Secretariat to appoint Moore Stephens LLP to act as the external auditor of the statutory annual accounts of London TravelWatch for the 2010-11 to 2012-13 financial years.**

3. Background

- 3.1 The External Auditor of London TravelWatch is appointed by the Assembly pursuant to Schedule 18, Paragraph 8 (4) of the Greater London Authority Act 1999. Paragraph 8(5) of the Act requires the Auditor to be eligible for appointment as a company auditor under Part II of the Companies Act 1989.

- 3.2 The existing external audit contract ended with the conclusion of the audit of TravelWatch's 2009-10 accounts in summer 2010. The Committee agreed at its meeting on 26 May that authority be delegated to the Executive Director of Secretariat in consultation with the Executive Director of Resources to let a new three-year contract for the appointment of an external auditor to audit the annual statutory accounts of London TravelWatch for the 2010/11 to 2012/13 financial years.
- 3.3 The Executive Director Secretariat subsequently agreed that tenders would be invited from at least five recognised company auditors for this contract with objective of completing the process by mid October 2010 so that the final appointment could be formally approved at this meeting of the Transport Committee. This timetable was designed to ensure that the new auditor is in place by the beginning of 2011 and can therefore commence the preparatory work necessary for the audit of TravelWatch's accounts for 2010-11.
- 3.4 The invitation to tender documentation was issued in August 2010 to six registered company auditors under Part II of the Companies Act 1989 requesting that interested parties submit tender documents by 10 September. Three registered audit companies expressed interest and submitted tenders.
- 3.5 In line with the Greater London Authority's procurement code these tenders submitted were assessed against the following criteria:
- Tender price (weighting of 20%)
 - Experience and ability of staff (30%)
 - Experience of Previous projects (30%)
 - Demonstration of Bidders Procedures and practices (10%)
 - Equalities (10%).
- 3.6 On the basis of the information presented, the assessment panel – which consisted of GLA officers from Finance and the Assembly Secretariat – considered that the tender submitted by Moore Stephens LLP scored most highly having regard to these criteria. The panel therefore decided that the audit contract should be awarded to Moore Stephens and this decision was confirmed by the Executive Director Secretariat on 19 October.

4. Issues for Consideration

- 4.1 In recognition of the current review being undertaken of the role and responsibilities of London TravelWatch the proposed audit contract will provide for review of the contract should the organisation's statutory status change before March 2013 – resulting in there being no requirement for a separate annual statement of accounts to be prepared and audited. It is the view however of the GLA's Executive Director Secretariat and Executive Director Resources that it would be prudent to let the contract for the three year period in view of the cost savings likely to result and the timescale of any legislative process required to alter the formal legal status of London TravelWatch. During the course of the contract the GLA will seek to maximise any benefits which could be secured from having a group wide approach to the procurement of external audit services in the lead up to the expected abolition of the Audit Commission in 2012.

5. Legal Implications

- 5.1 Schedule 18 paragraph 8 (4) of the GLA Act states that an annual statement of accounts for London TravelWatch shall be audited by a person appointed by the Assembly. Paragraph 8(5) of the Act requires the Auditor to be eligible for appointment as a company auditor under Part II of the Companies Act 1989. The London Assembly Transport Committee agreed at its meeting on 25 May that authority be delegated to the Executive Director of Secretariat in consultation with the Executive Director of Resources to let a new three-year contract for the external auditing of the annual accounts.
- 5.2 Paragraph 3.8 of the Contracts and Funding Code requires that three written quotations should be obtained for contracts valued between £5,000 and £125,000, and that value for money should be obtained. Paragraphs 1 and 2 indicate that this has taken place.

6. Financial Implications

- 6.1 There are no direct financial implications arising for the GLA to appoint Moore Stephens to act as the external auditor for London TravelWatch for the three financial years running from 2010-11 to 2012-2013. London TravelWatch currently has set aside annual budget of £13,000 (inclusive gross of VAT) to meet the cost of the external audit services and the price quoted by the successful contractor is within this budget.
- 6.2 As part of the annual budget setting process, GLA finance officers will ensure that TravelWatch sets aside sufficient funds to meet the external audit costs arising from this contract award in each financial year.

List of appendices to this report:

None

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| Local Government (Access to Information) Act 1985 |
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| List of Background Papers: |
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| Agenda Item 13 Transport Committee 26 May 2010 |
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Subject: London TravelWatch - Review

Report to: Transport Committee

Report of: Executive Director of Secretariat

Date: 3 November 2010

This report will be considered in public

1. Summary

- 1.1 The report updates the Committee on action being taken to implement the recommendations of the report: *Review of London TravelWatch*, as endorsed by the London Assembly on 20 October 2010.

2. Recommendations:

- 2.1 **That the Committee endorses the outline implementation plan for the review of London TravelWatch;**
- 2.2 **That the Committee authorises the Chair of the Committee to agree appropriate consultation with key stakeholders including London TravelWatch itself; and**
- 2.3 **That the Committee asks officers to report quarterly on progress.**

3. Background

- 3.1 At its plenary meeting on 20 October 2010, the Assembly resolved:
- (a) That the report: Review of London TravelWatch, be agreed;
 - (b) That it be agreed to delegate responsibility to the Transport Committee to oversee the implementation of the proposals in the Review of London TravelWatch taking into account the issues in paragraphs 4.1 to 4.18 of the report;
 - (c) That it be agreed that the Chair of the Assembly writes to the appropriate Secretary of State proposing that the necessary changes in legislation be made to take forward the proposal in paragraph 4.1 of the report; and
 - (d) That it be agreed that the Chair of the Assembly asks the Mayor to instruct relevant officers to identify space within City Hall to enable staff of London TravelWatch to be relocated to realise the savings identified and take forward the proposal in paragraph 4.7 of the report.
- 3.2 The Chair of the Assembly has written to the Secretary of State and the Mayor in accordance with (c) and (d) above. This paper sets out an implementation plan for approval by the Transport Committee to take forward the proposals in the Review of London TravelWatch.

- 3.3 Members of the Business Management and Administration Committee raised a number of issues about the detail of the proposals in the Review. These were reported to the Assembly and referred on to this Committee with the Review. These issues need to be considered during the implementation of the report's recommendations, and these are reflected in the implementation plan attached to this report.

4. Issues for Consideration

Outline implementation plan

- 4.1 The proposals contain options according to what, if any, change is made to the legislation that establishes London TravelWatch, its remit and its basis of operation. The possibilities envisaged in the Review report include London TravelWatch ceasing to exist as a separately constituted organisation, London TravelWatch staff being located at City Hall, discussion with Passenger Focus about contracting out responsibility for rail passengers in the capital, and included some proposals for curtailing London TravelWatch's activities that could be implemented more quickly and without amendment of the law.
- 4.2 An outline implementation plan is attached at **Appendix 1**, suggesting the issues that need to be addressed at / through the implementation stage, and showing action taken so far and the next steps proposed.
- 4.3 At the Assembly meeting on 20 October, the Chair of the Transport Committee undertook that there would be consultation with key stakeholders in developing the detail of the implementation plan.
- 4.4 Further, the aim should be to work collaboratively with London TravelWatch throughout the process of implementing the Review report's proposals, beginning with the more immediate actions in Proposals 5 - 8.
- 4.5 In the meantime, and in anticipation of the outcome of the Government's response to the national economic situation that forms the backdrop to the recent Comprehensive Spending Review announcements, the Mayor in July asked the Assembly to exemplify savings in 2011-12 of 10% on the 2009-10 budget. Accordingly, the draft London TravelWatch budget presented to the Transport Committee in September was based on a full 10% reduction in the coming financial year and the service implications of this adjustment were reflected in the draft business plan. This reduces the London TravelWatch budget from £1.603m in 2010/11 to £1.443m in 2011/12.
- 4.6 In addition, as the Committee will be aware, London TravelWatch is undertaking its own review and its report, once available, will need to be considered in conjunction with the provisional budget / business plan to identify any common ground and duplication in estimating the potential savings to be achieved from the Review proposals.

Future of Passenger Focus

- 4.7 The Government has announced its intention to promote a Public Bodies Bill which will abolish or reform a large number of quangos and non-departmental public bodies. In presenting the Government's proposals, the minister (Francis Maude MP) has stated that the cull of public bodies would save money but that the main reason had always been to improve accountability and reduce the large degree of duplication of work by different bodies.
- 4.8 Passenger Focus, with whom the London TravelWatch Review report recommends discussion (as above) as to the possible transfer of functions relating to rail passengers in the capital, is included in

the Government's list as follows:

“Retain and substantially reform. Retain on grounds of performing a function which requires impartiality. Substantially reform to focus on core role of protecting passengers, while reducing cost to taxpayers.”

- 4.9 The Review report's proposals would retain impartiality in the representation of the interests of London's passengers as the Assembly is not responsible for the provision of transport services. The Review report's proposals would enhance accountability for the budget allocated as the Assembly is itself directly elected.

5. Legal Implications

- 5.1 Section 251 of the Greater London Authority Act 1999 (amended) provides that the Assembly may issue to the Board of London TravelWatch guidance as to the manner in which they are to exercise their functions, or general directions as to the manner in which they are to exercise their functions.
- 5.2 Paragraph 10 of Schedule 18 of the GLA Act provides that the Assembly in consultation with the Secretary of State may make arrangements for London TravelWatch to be provided with accommodation.
- 5.3 The proposals of the London TravelWatch working group set out in the report: “Review of London TravelWatch” contain recommendations to issue guidance and directions to the Board of London TravelWatch and to provide London TravelWatch with accommodation. In respect of these proposals the Assembly has the power to do what is recommended in the report.
- 5.4 Section 54(1) of the GLA Act provides that the Assembly may arrange for any of its functions to be discharged by a committee or sub-committee of the Assembly and the Assembly has the power to delegate the functions in section 251 and Schedule 18 of the GLA Act (as amended) to the Transport Committee insofar as they are not already delegated under the Transport Committee's existing terms of reference.
- 5.5 Proposals 2 and 3 of the Review report relate to staffing functions and accommodation. The provision of staffing is the responsibility of the Head of Paid Service after consultation with the Mayor by section 72(5)(a) of the GLA Act. The provision of accommodation is the responsibility of the Mayor by section 72(5)(b) of the GLA Act. The Transport Committee in taking these proposals forward must refer these matters to the Head of Paid Service and the Mayor.
- 5.6 Proposal 1 of the Review report is also subject to changes to primary legislation being agreed with central government and parliament and additional legal advice will need to be taken subject to progress on any legislative changes.

6. Financial Implications

- 6.1 The financial implications, as best estimates, relating to the proposals are contained within the body of the report of the working group.
- 6.2 Should the proposals be taken forward, approval will be required as per the Authority's decision-making process (with the inherent financial implications of those matters dealt with at the time) in relation to staff, accommodation and back office support.

List of appendices to this report:

Appendix 1 – Implementation Plan

Local Government (Access to Information) Act 1985

List of Background Papers:

The report: *Review of London TravelWatch*

Business Management and Administration Committee 23.9.10 Report 7

London Assembly 20.10.10 Report 6

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LTW REVIEW – IMPLEMENTATION PLAN

| | Issues to be addressed in implementation | Action |
|---|---|--|
| <p>Proposal 1</p> <p>We propose that London TravelWatch should not remain as a separately constituted organisation and its functions and duties in relation to the representation of the capital’s public transport users be vested in the elected London Assembly. We further propose that discussions to this end, and any necessary legislative changes, are taken forward with the relevant government departments during the autumn. As an interim measure, it is proposed not to reappoint the six positions on the board which will become vacant in December 2010.</p> | <p>Implementation of this proposal would require a change to primary legislation and the Assembly has adopted the proposal as a policy position. the case for the inclusion of</p> <p>London TravelWatch has indicated its opposition to this proposal and the Parliamentary process of legislative change, if introduced, would enable the merits to be debated and for consultation to take place with the relevant parties.</p> <p>If change is effected, the Committee should seek to ensure that passengers of all transport modes in the capital have a clear right of appeal to a separate body when unhappy with the response of the operator. It would also consider mechanisms for separating the appeals function from the scrutiny work of the Assembly.</p> <p>The Committee could also examine different models of representation, learning lessons from elsewhere where relevant, and ensure that positions adopted on behalf of passengers have a robust evidence base.</p> | <p>The Chair of the Assembly has written to the Secretary of State for Communities and Local Government requesting the inclusion of the necessary changes in forthcoming legislation.</p> <p>Presentation of options to Transport Committee in due course.</p> |

| | Issues to be addressed in implementation | Action |
|--|---|--|
| <p>Proposal 2</p> <p>We propose that the staff of London TravelWatch be re-located to City Hall as soon as is practical, and by the latest April 2011, and that negotiations should be started with the current landlord with a view to realising savings in accommodation costs from the earliest possible date.</p> | <p>The GLA Act provides that the Assembly may, in consultation with the Secretary of State, make arrangements for London TravelWatch to be provided with accommodation.</p> <p>The provision of accommodation at City Hall is the responsibility of the Mayor.</p> <p>Depending on the response to this request, clarification of the number of staff to be relocated and the availability of relevant space, the Transport Committee would therefore take this proposal forward.</p> | <p>The Chair of the Assembly has written to the Mayor regarding the availability of space within City Hall for staff of London TravelWatch..</p> <p>Further pursue discussions with the Mayor.</p> <p>Open discussion with DfT, LTW and the landlord of LTW's existing premises.</p> |
| <p>Proposal 3</p> <p>We propose that steps to absorb London TravelWatch's back office functions within the GLA should be taken forward. A report should be submitted to the Transport Committee setting out progress with these proposals by December 2010.</p> | <p>Whilst not entirely dependent upon relocation of staff to City Hall the provision of back office support would be easier with co-location. Ahead of any decision on co-location discussions will take place with the GLA Head of Paid Service and relevant Directors and LTW senior management on the absorption of back office functions.</p> | <p>Discussion with Directors of relevant service areas and HR, and with LTW senior management and report to Transport Committee January 2011.</p> |

| | Issues to be addressed in implementation | Action |
|--|---|---|
| <p>Proposal 4</p> <p>We propose that officers explore the potential for contracting Passenger Focus to fulfil the functions of London TravelWatch in relation to rail passengers in the capital.</p> <p>They should report back to the Transport Committee with the legal and financial implications of these arrangements by March 2011.</p> | <p>This proposal would eliminate the duplication of resources allocated to the two bodies to represent passengers of the Train Operating Companies serving the London rail area.</p> <p>Implementation of this proposal might involve contracting Passenger Focus to provide specific services to deliver some of the functions of London TravelWatch relating to overground rail, e.g. dealing with appeals cases, carry out research and liaise with the relevant Train Operating Companies on specific issues.</p> <p>Passenger Focus is under review as part of the central government review of Non-Departmental Public Bodies. At the moment it is still not clear what functions, Passenger Focus will have responsibility for delivering in the future and therefore what scope there may be for London-based passenger representative services to be procured from it. It would therefore be for the Transport Committee to decide, in the light of any changes to the remit or status of Passenger Focus, to decide what services could be practically procured in a way that would deliver value for money and ensure effective passenger representation for users of overground rail services in the capital. Similarly, it may want to consider the level of resource appropriate to support various functions, if they are retained in-house at London TravelWatch, in the light of decisions about passenger</p> | <p>Discussion continuing with DfT and Passenger Focus, but to take account of the Government's proposals for reform of PF, once full details known.</p> |

| | Issues to be addressed in implementation | Action |
|--|--|---|
| | <p>representation at a national level.</p> <p>The Transport Committee will seek to ensure that, regardless of whether functions are commissioned from Passenger Focus or retained in-house, there is appropriate expertise and knowledge to support representation of passengers of overground rail services.</p> | <p>Presentation of options to Transport Committee when the implications of the Government's proposals for PF are known.</p> |
| <p>Proposal 5</p> <p>We propose that London TravelWatch stops responding to borough consultations relating to streets with immediate effect.</p> <p>Proposal 6</p> <p>We propose that, with immediate effect, London TravelWatch cease responding to large-scale transport consultations to which the Assembly is planning to respond.</p> <p>Proposal 7</p> <p>We propose that London TravelWatch ceases committing resource to production and publication of its performance monitoring reports with immediate effect.</p> <p>Proposal 8</p> <p>We propose that London TravelWatch asks Transport for London to remove its contact details from publicity on buses by the end of 2010. It should ask Transport for London only to provide these details when a complainant</p> | <p>Proposals 5 – 8 concern certain activities currently carried out by London TravelWatch staff. The report argues that these activities are not value for money and should not be continued. It also sets out indicative savings the working group believes would be realised by stopping this work.</p> <p>Without legislative change, it is for the London TravelWatch board to instruct its staff to implement these proposals and to achieve any consequential savings. The Assembly does have powers of direction and guidance over London TravelWatch under section 251 of the Greater London Authority Act 1999 (as amended).</p> <p>The Transport Committee may therefore want to consult London TravelWatch on these specific proposals and, if it considers appropriate, negotiate alternative proposals that would realise similar savings and the outcomes set out in the working</p> | <p>Discussion with LTW and report to Transport Committee in January 2011.</p> |

| | Issues to be addressed in implementation | Action |
|--|---|---------------|
| has expressed dissatisfaction with the outcome and wants to appeal. The Board should take further immediate measures to redirect and deter inquiries which are not related to appeals. | group's report. | |

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Subject: Committee Work Programme 2010/11

Report to: Transport Committee

Report of: Executive Director of Secretariat

Date: 3 November 2010

This report will be considered in public

1. Summary

1.1 This report provides an update of the Transport Committee’s progress against its work programme.

2. Recommendations

2.1 **That the Committee agrees the work programme as set out in this report.**

2.2 **That the Committee delegates authority to the Chair to agree, in consultation with party Group Lead Members, the detailed scope for the Committee’s topic(s) for investigation in early 2011 including the terms of reference.**

2.3 **That the Committee notes that its work on serious disruption to London’s rail services due to snowfall in late 2009/early 2010 has been reflected in the findings and recommendations of the final report of the national Winter Resilience Review Panel.**

3. Background

3.1 The Committee receives a report monitoring the progress of its work programme at each meeting.

3.2 On 2 March 2010 the Committee agreed a work programme for use as a basis for planning its work during 2010/11. This has been subject to some changes to take account of external factors and developments. The table below shows all the scheduled dates of meetings in 2010/11 and the main topics and other items for discussion. The items for future meetings are subject to change to enable the Committee to respond to matters at short notice.

| Date of meeting | Main topic and any other items for discussion |
|------------------------|---|
| 26 May 2010 | Delivery of the orbital rail network; PPP update |
| 23 June 2010 | Accessibility of the transport network |
| 9 September 2010 | Accessibility of the transport network; Incident involving an engineering train on the Northern line |
| 12 October 2010 | Barclays cycle hire scheme and cycle superhighways |
| 3 November 2010 | Transport for the 2012 Games |
| 12 January 2011 | Transport for the 2012 Games; Crossrail |

| Date of meeting | Main topic and any other items for discussion |
|-----------------|--|
| 2 February 2011 | Main topics/items for these meetings to be formally agreed at later dates. |
| 9 March 2011 | |

4. Issues for Consideration

- 4.1 The following paragraphs provide an update on work that has been formally agreed and is ongoing or items that the Committee has expressed interest in.

Main topics for investigation

Delivery of the London Overground orbital rail network

- 4.2 The Committee discussed the delivery of improvements to the London Overground orbital rail network in May. It published its findings in the form of a letter to the Mayor in July 2010. The Mayor's response to this letter is being reported to this meeting.

Improving the accessibility of the transport network

- 4.3 The Committee is undertaking an investigation into the accessibility of public transport. It has held two meetings and conducted a number of site visits. The Committee's report and recommendations is now being produced.

Barclays cycle hire scheme and the cycle superhighways

- 4.4 The Committee is undertaking an investigation into the initial impact of the Barclays cycle superhighways and the cycle hire scheme. At its last meeting, the Committee heard from, and questioned, representatives of TfL, Serco, the London Cycling Campaign and the London Borough Officers' Cycling Group about these schemes. It has also obtained users' views, via an on-line survey, and written submissions from a range of organisations. The Committee's report and recommendations is now being prepared.

Transport for the 2012 Games

- 4.5 The Committee is undertaking an investigation into transport for the 2012 Olympic and Paralympic Games. It will be using this meeting and its next meeting on 12 January 2011 to discuss this matter in detail. This is covered in more detail in a separate report to this meeting.

Crime and personal safety on the transport network

- 4.6 In March 2010, the Committee identified crime and personal safety issues across the public transport network as another potential topic for detailed investigation. This investigation could cover passengers' perceptions of crime and personal safety on all transport modes including London Underground, buses and overground rail and the value for money/efficiency of policing on the transport system. It could include: the effectiveness of TfL's investment in the Metropolitan Police's Transport Operational Command Unit and British Transport Police; the operational control for such policing including who monitors their effectiveness and sets priorities; and the responsibility of train operating companies for addressing crime and safety issues on the rail network.

Other potential issues for detailed investigation

- 4.7 Since March 2010, other issues have emerged which could be investigated in detail by the Transport Committee. These include: the efficiency of London's road network; the safety of the Tube network; and the impact of Government spending cuts on TfL's services. There is now informal consultation amongst Members to identify topic(s) for detailed investigation in early 2011. As the Committee will not be meeting in December, it is proposed that the Committee delegate authority to the Chair to agree, in consultation with party Group Lead Members, the detailed scope for the Committee's topic(s) for investigation in early 2011. This will provide for work to begin on any selected topic(s) at the earliest opportunity.

Other potential topics for discussion at meetings

- 4.8 The following have been identified as potential topics for the Committee to explore through short question and answer sessions at meetings in 2010/11 rather than through detailed investigations:
- Road works. This could be wide-ranging covering: different types of road works including bridge closures; how roadworks affect all road users including pedestrians and cyclists; how roadworks are co-ordinated across London; and the impact of the Mayor's permit scheme. This topic might be covered through any detailed investigation into the efficiency of the road network in 2011.
 - Crossrail. The Committee could follow up its initial report on Crossrail at its meeting in January 2011; one year on from its previous meeting on Crossrail. In September, the Committee and the Economic Development, Culture, Sport and Tourism Committee sent a joint letter to the Government urging it to maintain its planned investment in Crossrail and upgrading the Tube as part of the outcomes of the comprehensive spending review.
 - Motorcyclists' safety including motorcyclists using bus lanes. At the end of June 2010, TfL published the results of an eighteenth-month trial to allow motorcyclists to ride in the 418 bus lanes on TfL's Road Network. A further eighteenth-month trial started on 24 July 2010.¹

Rapporteurships

- 4.9 Two topics have been identified for potential rapporteurship investigations:
- Walking – Caroline Pidgeon AM. This investigation, which started in July 2010, has explored initiatives to make it easier and safer to walk around London. The rapporteur's report setting out the findings and recommendations is being reported to this meeting for formal approval.
 - Use of Local Implementation Plan (LIP) funding for transport initiatives – Jenny Jones AM. This could cover how far London Boroughs are using LIP funding for initiatives in support of the Mayor's transport policies. There have recently been changes to how London Boroughs can use LIP funding so it has been proposed that this rapporteurship take place in 2011 to provide time for the impact of these changes to be more fully assessed. This may also be subject to change in light of the impact of the Government's comprehensive spending review on TfL's budget and the funding available for local transport projects.

Recent Transport Committee work and follow-up work

- 4.10 At its meeting on 9 September 2010, the Committee received a report detailing how its work on the impact of snowfall on London's transport network in 2009 had been highlighted in the interim report of the independent Winter Resilience Review Panel. This Panel was set up by the Government to review the transport industry's response across the UK during severe winter weather and identify measures that could be implemented to improve this response.

¹ New Motorcycles in Bus Lanes trial begins this weekend, TfL press release, 23 July 2010

- 4.11 The Panel has now published its final report with findings and recommendations on rail services that correspond with the Committee's work in February 2010 on train operating companies' response to snowfall in London in late 2009/early 2010. For example, the Panel has concluded that there is an accountability gap surrounding the implementation of 'contingency' rail timetables during bad weather. It highlighted Southeastern's decision to drastically reduce its service in 2009/10 and suggests there is a public and consumer interest in enabling these decisions to be reviewed after the event in a transparent way. It has recommended that: Network Rail and train operating companies be encouraged to ensure consistent criteria is developed for decision-making about contingency timetables and then applied during winter conditions; the Department for Transport develops a mechanism to hold Network Rail to account for decisions about the implementation of contingency timetables; and the rail industry continues to develop technical solutions to improve winter resilience particularly on the third rail network south of the Thames. A copy of the report is available at: <http://transportwinterresilience.independent.gov.uk/>
- 4.12 In order to assist the Committee to check on progress with its recent work, the table below details this work and the dates by when responses from the Mayor and/or TfL have been requested. This table will be updated as the Committee produces further work and reported to each meeting.

| Transport Committee work | Date by when Mayor/TfL response due |
|--|---|
| <i>Streets Ahead – Relieving congestion on Oxford Street, Regent Street and Bond Street</i> - Victoria Borwick AM's rapporteurship report, February 2010 | The rapporteur has recently written to TfL following its initial response. TfL has been asked to respond by 21 November 2010. |
| <i>Walk this Way: Making it easier and safer to walk in London</i> - Caroline Pidgeon AM's rapporteurship report, October 2010 | Subject to agreement of the report at this meeting, a formal response from the Mayor will be sought prior to December 2010. |

5. Legal Implications

- 5.1 The Committee has the power to do what is recommended in this report.

6. Financial Implications

- 6.1 There are no financial implications to the GLA arising from this report.

List of appendices to this report:

None.

Local Government (Access to Information) Act 1985

List of Background Papers: Minutes of meeting on 12 October 2010.

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