

MAYOR OF LONDON

Elly Baker AM

Chair of the London Assembly Transport Committee
C/o assemblytransport@london.gov.uk

Our ref: MGLA231225-0768

Date: 14 January 2026

Dear Elly,

Thank you for your letter following the Assembly Transport Committee's urgent public meeting on car clubs in December, which focused particularly on what can be done following Zipcar's announcement that it would suspend new bookings beyond December 31, pending the outcome of a consultation with British employees.

Both Transport for London (TfL) and I recognise that car clubs can provide convenient access to vehicles, including electric vehicles, for journeys that cannot be made by public transport, supporting less congested streets and cleaner air. I share your disappointment in Zipcar's recent announcement and am committed to working with stakeholders to support more favourable conditions for car clubs to operate and expand.

This is why my Deputy Mayor for Transport, Seb Dance, and TfL officials are engaging with Zipcar and other operators as well as industry groups, including CoMoUK, London boroughs, London Councils and the Department for Transport (DfT), to help ensure that car clubs remain an option for Londoners.

Both TfL and I agree that we must use our convening powers to coordinate action, and we have an important role to play in bringing together all the parties that are required to support the provision of car clubs in London. As a first step, my Deputy Mayor for Transport will be hosting a roundtable with boroughs on car clubs, in collaboration with CoMoUK and Clean Cities, which is currently being organised for early February.

During the Transport Committee meeting, the Deputy Mayor and Christina Calderato, Director of Strategy at TfL, were clear that they would be providing policy direction and guidance for boroughs and the industry, exploring what can be done to support the future provision of car clubs in London and delivering on TfL's commitments on car clubs. This includes working to improve the data and knowledge shared between the industry, boroughs and TfL.

In your letter, you set out requests to the Deputy Mayor and recommendations for TfL. I have set out answers to each of these points below.

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We will continue to ensure that there is collaborative engagement between stakeholders, including boroughs and operators, to maintain the continued availability of car clubs in London, with TfL playing a leading role in these discussions.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Sadiq Khan', with a small '2' written below the 'h'.

Sir Sadiq Khan
Mayor of London

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Request that the Deputy Mayor write to the Committee with information gathered in relation to the reasons behind Zipcar's proposal to cease its UK operations. Including what incentives, policies, or other actions are under consideration or have been offered to Zipcar.

My Deputy Mayors for Transport, Business, and Environment met with Zipcar in December, following the meeting with the Assembly. It is important to note that Zipcar is currently going through a consultation.

I can share with the Committee that Zipcar stressed that the decision to consult on leaving the London market was down to a number of factors, although they were clear that they could not share more information until the consultation with their staff is completed.

Zipcar agreed to meet with the Deputy Mayor for Transport once this consultation closes in order for us to learn from their experiences in London as well as understand if there is any further support we can provide them. I have asked him to keep you, as Chair of the Committee, updated on this work.

Recommendations:

Work to ensure that the provision of parking bays used by Zipcar's fleet are protected for car club cars and not given over to private car parking or other modes.

I agree that bays, wherever possible, should be protected and reserved for other car club operators. While this is not our decision, my team has been communicating this position to boroughs during our engagement to date. TfL will also provide guidance and support to boroughs that want to retain these spaces for future car club use. My team has also raised this as a key concern with the DfT, making clear that we believe these bays should remain for car clubs.

My Deputy Mayor is also regularly meeting with other operators to understand the barriers they may face in expanding into London and whether there are ways in which we can help to address these.

TfL and the Deputy Mayor are already working to bring together the industry and boroughs to explore what can be done to retain car club parking bays through regular engagement and the upcoming roundtable with boroughs.

My team and TfL met with borough officers in December, and there was broad support for retaining the bays for car clubs where possible, or for alternative options to help move away from car ownership. Several boroughs remarked that they had already been approached by other car club operators.

It is worth noting that CoMoUK's accreditation requires exiting operators to point to their website so people can find new options, and TfL provides information about car clubs, including links to CoMoUK and car club operators on its website. We will continue to engage with CoMoUK to understand how we can support it in this area.

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Ensure that Local Implementation Plan funding directly permits funding for car club bays, and provide the Committee with evidence of this.

I can confirm the guidance developed by TfL for local authorities preparing Local Implementation Plans (LIPs) directly permits funding for car club bays delivered as a supporting measure for projects that remove a substantial amount of parking in a neighbourhood to support traffic reduction.

This is set out on page 11 of LIP guidance. A car club scheme is also included as part of an example scheme on page 34, available here: [Guidance for boroughs preparing Delivery Plans for 2025-2028](#).

This supports the proposal in my Transport Strategy – proposal 19, which outlines how, through TfL and the boroughs, I will support the provision of car clubs when paired with a reduction in the availability of private parking, to enable more Londoners to move away from car ownership while allowing for infrequent car travel in inner and outer London.

Engage directly and urgently with CoMoUK, all London boroughs, car club operators and London Councils to convene these stakeholders to support car club in London, including active steps to support a coordinated approach to procurement.

Since Zipcar's announcement, external engagement with CoMoUK, boroughs, operators and London Councils has been extensive, with my team to date holding 13 meetings in total within the past month. These meetings included a number of car club operators, boroughs, London Councils, the DfT and regular meetings with campaign groups, including CoMoUK and Clean Cities.

The upcoming roundtable, hosted by my Deputy Mayors, will be a first step in coordinating action across key London stakeholders, with the aim of having tangible short and long-term actions that will support car club provision.

TfL has been working to support the boroughs with their provision of car clubs since the start of the Mayor's Transport Strategy; however, I recognise that more coordination and targeted support are needed to protect car club provision in London.

In 2022, TfL set out six commitments for car clubs, and last year, TfL was engaging with stakeholders to create new commitments for car clubs to support the goals in my Transport Strategy, including discussing potential priority areas with CoMoUK and initial conversations with boroughs to understand the challenges they face. TfL's work to support car clubs has included:

- Promoting car club offers during the expansion of the Ultra Low Emission Zone
- Highlighting car clubs as an alternative model to private car ownership for employees in our 2025 smart commuting toolkit and on TfL's website
- Making funding available through borough LIPs

The Committee reiterates the recommendations set out in its report, TfL's Stalling Car Clubs, and requests that you re-consider your previous response to these [recommendations].

Thank you for noting your report from last year, which is even more relevant in the current context. Your recommendations will be considered when engaging with stakeholders and looking at next steps for the sector following Zipcar's announcement.