

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 under-estimated 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 to 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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