

Transport Committee - Tuesday, 18 July 2017

Transcript of Agenda Item 4 – Mayor’s Transport Strategy

Keith Prince AM (Chairman): Now we come to the Mayor’s Transport Strategy. First of all, I would like to welcome the Deputy Mayor for Transport, Val Shawcross. Thank you for coming. I understand you have to leave in about an hour’s time, but thank you very much for coming.

Mike Brown, I understand you will be leaving us, too, but thank you. Mike is our Transport Commissioner. It is a lovely title, that, is it not?

Then we have Alex Williams. You are the Director of City Planning, Transport for London (TfL), and you are going to be suffering us for the whole length of the meeting, I understand.

Alex Williams (Director of City Planning, Transport for London): Thank you for that.

Keith Prince AM (Chairman): You are our continuity man, are you not, Alex?

We will be joined later, in the second bit, by Dr Will Norman, who is the Mayor’s Walking and Cycling Commissioner. I am very much looking forward to hearing from him. Good.

We shall open the batting, then, with me. This is a really difficult one for you, Val. How confident are you that TfL will have the money to deliver the Strategy?

Valerie Shawcross CBE (Deputy Mayor for Transport): Thank you very much, Chairman. Can I just start by apologising that the Commissioner and I have to leave early? It is to meet the Secretary of State on the topic of Crossrail 2 and so I know you are supportive of that.

Keith Prince AM (Chairman): We do understand that and I am very grateful that you spoke to me before the meeting to say that and, as I said to you, you do have full cross-party support in your mission.

Valerie Shawcross CBE (Deputy Mayor for Transport): Thanks, Keith. Thank you very much. That is really appreciated.

Just to say, Chairman, that since I am cutting my attendance short here today, I am now around for the August period. If any of you want to do a session, either formally or informally, with me during the August period, I would be very happy to do that.

Keith Prince AM (Chairman): Great. Do you think you could bring the Mayor with you as well, though? That is the question.

Valerie Shawcross CBE (Deputy Mayor for Transport): I do not know where the boss will be, but I hope he is on holiday, actually.

You asked about the money to deliver. I know you know this but perhaps for people who are watching, this is a 25-year Strategy and we are aiming to set the direction of travel and aim to hit some big-picture social, economic and environmental targets that are in here through the medium of transport, including health targets. It is the case, of course, that the only part of this Strategy that is so far funded, as has been the case with previous Mayors and previous Mayors' Strategies, is the first five years. It is the five-year business plan period that is, clearly, completely budgeted and you have that business plan.

Now, once this is agreed - and it is still a consultation draft - we begin a process of reviewing performance on the business plan annually against the financial outturn of the organisation, its financial performance and achievement of what is laid out in the Mayor's Transport Strategy. This is the beginning of quite a long process. We do not know exactly what resources will be available to us for the 25-year period and of course it is going to exceed the political life of the current Mayor even if the current Mayor goes for two [terms] and so this 25-year period is longer than any one political term.

Keith Prince AM (Chairman): Yes, quite.

Valerie Shawcross CBE (Deputy Mayor for Transport): However, what we have tried to do with this Strategy is to make it realistic. We have been trying to stretch the line between what is aspirational, what we know securely that we would be able to fund and what we think we can realistically achieve during this period. A lot could change in 25 years, but what we intend in here is that it will be a realisable Strategy and realisable financially as well.

You will be aware of, for example - we were just talking about it - Crossrail 2, which is the big centrepiece of the section of this Strategy that is about housing and regeneration and economic development for London. We do have an outline business case for how we could, 50:50 with the Government, fund that capital project, but at this stage that is desk paperwork [outline]. It is not money in our pockets. Clearly, we do have the powers and the processes available to us, things like the Mayoral Community Infrastructure Levy (CIL) process, that would enable us to get there.

Keith Prince AM (Chairman): Thank you very much indeed. A question that certainly I, as a local Councillor, and many of my colleagues in the local councils are very keen to hear from you on is in relation to Local Implementation Plan (LIP) funding. Is that going to be as it has been in the past, which was fairly non-descriptive and, as long as what the boroughs choose to do stays within, broadly, the Mayor's Strategy, they are free to do it, or is it going to be more prescriptive going forward?

Valerie Shawcross CBE (Deputy Mayor for Transport): Chairman, you have put your finger right on an issue. At the same time of the Mayor's Transport Strategy going out, we did put out draft guidance to the boroughs on the LIP and that is going to be available publicly shortly.

Alex Williams (Director of City Planning, Transport for London): It is available.

Valerie Shawcross CBE (Deputy Mayor for Transport): It is available now. Broadly, the structure of that money is the same. However - I think this is possibly the case and I will find out more when I go and

meet the boroughs on Thursday; I have a meeting at London Councils - it is possibly the case that that draft guidance is somewhat overwritten.

The intention of the guidance is that the boroughs should go away, produce their own transport strategies or their own LIPs and then, from within their own aspirations, which are intended to be sitting inside the envelope of what we are trying to achieve for London, they should then come back with projects for submission. We think that there is huge room for manoeuvre for what the local boroughs would, within this guidance, come up with for local area schemes, safety schemes, liveable neighbourhood types of schemes. However, we want them to match the objectives of this Strategy to their local circumstances and what their local aspirations are. That will mean that projects look very different depending on the borough.

It is possibly the case that we have overwritten that guidance. One of the things that we would probably then do, if that view comes back strongly to us, is work out how to streamline it because it is not intended to have a heavyweight bureaucratic process. It is intended to empower the boroughs with money and ideas and a framework.

Keith Prince AM (Chairman): Would it be possible to share that document with us?

Valerie Shawcross CBE (Deputy Mayor for Transport): Can I ask Alex, our planning person?

Alex Williams (Director of City Planning, Transport for London): Can I just add to that? The other component of the LIPs is to offer support. If you think about the transport teams in boroughs, they are often pretty small teams and they struggle to cope with delivery of many of the schemes that we are helping to fund. One of the things we are offering is a lot of technical support in terms of data, in terms of modelling and in terms of our analytical capability to try to help them make sure they deliver these schemes and that they chime with our Healthy Streets objectives and our road safety needs as well.

There is a lot in there, but the key thing I would say is that the quantum of money is very much the same and the architecture is the same. There might be issues of detail, which, as Val says, we will need to talk through with them.

Keith Prince AM (Chairman): Would you be able to share that document with us?

Alex Williams (Director of City Planning, Transport for London): Yes.

Valerie Shawcross CBE (Deputy Mayor for Transport): We would be very happy to and, as I say, it is also a draft.

Keith Prince AM (Chairman): That sounds relative positive, with a question mark, I think.

Valerie Shawcross CBE (Deputy Mayor for Transport): I confess that when we were getting this stuff out, we were very focused on getting the Mayor's Transport Strategy in as good a shape as we could. The draft LIPs guidance - and I do not mean to be rude to any of my colleagues - was clearly written by the mechanic rather than the engineer. Do you know what I mean? There were too many nuts and bolts

and not enough shape to it. The message to the boroughs is, "Read this, absorb it and then think about how your borough could contribute to a modal shift".

Keith Prince AM (Chairman): All right. I will say that that is encouraging, then, Deputy Mayor?

Valerie Shawcross CBE (Deputy Mayor for Transport): Yes, that is it.

Keith Prince AM (Chairman): Thank you. That was very helpful. That will be very helpful for the meeting with London Councils if you are able to explain that that is also a reality and that is what could actually happen. Thank you.

I want to move on to motorcycle safety now because I understand that, Deputy Mayor, you are the lead on motorcycle safety. Is that right?

Valerie Shawcross CBE (Deputy Mayor for Transport): Yes.

Keith Prince AM (Chairman): I want to make sure we get this in before we lose you, before you ride off into the distance. The Draft Strategy states that boroughs will be asked to open all bus lanes to motorcyclists. I know from personal experience that it is a nightmare because one minute you can and then the next minute you cannot and then, depending on what time of day it is, you might. Will this be a requirement in relation to LIPs? A bit of a segue there.

Valerie Shawcross CBE (Deputy Mayor for Transport): I am glad you asked about motorcycling safety, Chairman, because those of you who were on the Committee in the previous season might recognise some of this work.

Keith Prince AM (Chairman): Yes, that was pointed out to me.

Valerie Shawcross CBE (Deputy Mayor for Transport): The Assembly Transport Committee did a report and you will see that most of its recommendations have made their way – and I am really pleased about this – into the Mayor's Transport Strategy. I have to say that the motorcycling lobbyists I have spoken to recently are really pleased that for once somebody is saying, "There is an issue here". There is an issue here because motorcycling deaths have had a disproportionate increase in road-user casualties. We need to do something about it.

We do not have the legal power to require local boroughs to make their bus lanes available to motorcyclists. In the spirit of your last conversation, Chairman, we do not want to take a big stick out to boroughs. I would not want to threaten a borough wanting to do a good safety scheme that we would deny them money if they did not do what we wanted on this. It is an encouragement and an endorsement that they should do this. It is the right thing to do. The data supports it as well.

To begin with, I was a sceptic about it. I thought that motorcyclists should not go into the bus lanes. However, the evidence is that it is safer for everybody, but it is very important that the motorcyclists are both careful and responsible--

Keith Prince AM (Chairman): Yes, totally.

Valerie Shawcross CBE (Deputy Mayor for Transport): -- because cyclists also use the bus lanes and they feel vulnerable. No, it is not the intention to use any financial leverage to enforce that, but we would encourage the boroughs to look at it as part of a way of making motorcycling safer in their own areas. This is as true for the outer London boroughs as the inner London boroughs. In fact, from the research we did, there are a lot of motorcyclists from outside of London who commute in so there are some quite long-distance motorcyclists.

Mike Brown MVO (Commissioner of Transport for London): Chairman, if I may, there are 12 boroughs already that are allowing access to bus lanes on their roads in the way that TfL does as well with our roads. I am really encouraged that most recently Brent has allowed access onto the A404. There is a sense of some momentum behind this. As the Deputy Mayor says, clearly, it is a persuasive approach that we are operating at the moment here, but we do think it is important.

Valerie Shawcross CBE (Deputy Mayor for Transport): It is in the LIP guidance as exhortation and encouragement.

Keith Prince AM (Chairman): Yes. It is a major concern. I attended a rally at the weekend with We Ride London. I do not know if you are familiar with that organisation. We had about 100-odd motorcycles turn up on Blackheath to let it be known that they now need a voice.

Can you also tell me if there will be an update to the Motorcycle Safety Action Plan? Will there be a budget for it, too?

Valerie Shawcross CBE (Deputy Mayor for Transport): Yes. There is a Motorcycle Safety Action Plan and there are some things that we are working on to continue to roll out. For example, we have not yet produced the detail on the training package of proposals that we have been working on. We have the outline that people are aware of. However, one of the many issues is that for the younger and less experienced motorcyclists, there are greater risks. For any road user, the more experienced and trained you are, the safer you are. That is not to say that you necessarily cause the problem, but if there is a problem you are better able to get out of it and avoid it and escape safely if you are better trained. We are going to be encouraging enhanced training above the statutory minimum, which is really low --

Keith Prince AM (Chairman): It is very bad.

Valerie Shawcross CBE (Deputy Mayor for Transport): -- for motorcyclists. We are meeting some of the delivery companies. In fact, I think I have Deliveroo in my diary quite shortly to talk to them because we spoke to them originally about this and about whether or not they would make it available to their drivers. I know that some of the companies are concerned about the safety of their drivers.

Keith Prince AM (Chairman): Again, that is quite a nice segue. The final question I have for you, which is about accreditation under the London standard on delivery. Is that something we are working towards? Are we getting any traction on that?

Valerie Shawcross CBE (Deputy Mayor for Transport): Yes. Not me, but our colleagues have been talking to the people who run the Freight Operators Recognition Scheme (FORS) about running this as a

similar voluntary accreditation scheme. That is an important first step. Where we end up with it we do not know. It would be good if we could get an increase and an improvement in the mandatory standard of training. In fact, I have a letter on my desk to go to the Government right now suggesting that they look at this. In reality, the ease with which you can legally ride a bike is appalling. Pretty much within one afternoon with a couple of hundred quid you can drive away on a bike with a negligible amount of training and a licence --

Keith Prince AM (Chairman): It used to be worse when I learned to ride.

Valerie Shawcross CBE (Deputy Mayor for Transport): -- and then you can renew them. Informally I am told by training centres outside of London that the London centres are not as good and that is not to say they are not as skilful but they do not have the facilities and they do not have the space. We have a particular problem in London that we want to try to help with. I do not know if Mike wants to add anything.

Mike Brown MVO (Commissioner of Transport for London): No, that is very comprehensive.

Keith Prince AM (Chairman): Yes, thank you. I have ridden in the past and will hopefully ride again in the future. It is a very important issue. They are very vulnerable with very high casualty rates in motorcycling. We really do need to focus very sharply on it.

Caroline Russell AM: On the motorbikes in bus lanes issue, if we are expecting people to be riding bicycles in bus lanes and if we are looking for a Healthy Streets objective of people aged 8 to 80 feeling safe to ride, is there a tension, do you think, between having motorbikes in bus lanes and expecting people cycling to school to be sharing the bus lane not only with buses but also with motorbikes?

Mike Brown MVO (Commissioner of Transport for London): If I may, Val, clearly, we are very alive to that and it is a really well-made point. Ensuring that we apply consistent urban design standards to ensure that there is the correct signage, the correct road layout and the correct information in advance of any scheme being put in to that effect is really important. It is a bit difficult to generalise because, clearly, location by location is what we need to look at here. We are very cognisant of that issue. We are very cognisant of the importance of that issue. It may be something that Will Norman might follow up on a bit more when he comes onto the panel a bit later, but we are very well aware of that and it is something we of course will be mindful of as we move forward.

Valerie Shawcross CBE (Deputy Mayor for Transport): Originally when this debate happened, I was on the other side of the debate and I thought it was not a good thing, but we have to be evidence-based. There has now been a long enough period of both trial to begin with and then actual operation on the 'red routes' for us to know that this is safe. It is safer for the motorcyclists --

Caroline Russell AM: Safer for the motorcyclists. It is quite intimidating. I am a confident cyclist and I find it really intimidating when I have motorcyclists overtaking me closely.

Valerie Shawcross CBE (Deputy Mayor for Transport): I appreciate that it can be and the key issue for us is making sure that motorcyclists drive within the speed limits and drive safely. That, I think, is the crunch factor.

Caroline Russell AM: Perhaps it is also to do with how much other -- if you have protected bike lanes separate from the bus lanes, then that is not perfect but if you have a route that is going to be used by a lot of people, say near schools and things like that, then perhaps there needs to be some consideration to not allowing motorbikes in those bus lanes.

Valerie Shawcross CBE (Deputy Mayor for Transport): The general message around motorcyclists is that we need to be caring for all our road users and motorcyclists have been ignored. The fact that they have been ignored is evident in the extremely high casualty and injury rates. When we design our road-scape, yes, we are promoting modal shift; however, we are also concerned with everybody's safety and that is the message. We need to design a road-scape that works for the cyclists and for the motorcyclists.

Keith Prince AM (Chairman): Great. Thank you.

Caroline Pidgeon MBE AM (Deputy Chair): I want to talk about mode shift now and traffic reduction. It is a really great Strategy and I have to say quite a few bits of it I felt reflected the last eight years on the Transport Committee, so I am very pleased with that. How are you going to meet your really bold target to encourage people to shift transport modes and to get 80% of people using sustainable travel by 2041?

Valerie Shawcross CBE (Deputy Mayor for Transport): I read the account of Professor Begg's [David Begg, Visiting Professor, Plymouth University] comments and others when they came to see you. I can see that people on the one hand go, "Yes, that is fantastic and just what we need", and then, "How are we going to do that?" It is challenging, is it not? It is really challenging.

The Strategy so far focuses very much on positive alternatives. It does focus on a proper investment programme in public transport in outer London and across London. It focuses on affordability of public transport. It focuses on making walking and cycling easy, safe and pleasurable to do, but the whole story is not written in the Transport Strategy. There are some areas where we know exactly what we are going to be doing in the next four or five years but for the 20 after that we have to be working up our action plans and our delivery plans further along. There are some hooks in here that say, "We will explore a number of different issues to contribute to that target but at the moment we do not have all the practical detail written".

Caroline Pidgeon MBE AM (Deputy Chair): Let us move, then, into one of those areas where the narrative in this is great but then the actions seem to be disappointing. There are no proposals for Congestion Charge reform in here and it says the Mayor is going to give consideration to integrated road user charging and will keep everything under review but there are no concrete plans.

Valerie Shawcross CBE (Deputy Mayor for Transport): The concrete plans we have are published in the business plan and they are announced as part of the air quality/Ultra Low Emission Zone (ULEZ) consultation. That takes us through the first business plan period. These other references that are in there are the legal hooks - because this is a legal document - to allow the Mayor to do evidence-based practical work at a later stage to develop the programme.

One of those hooks that you mentioned is very much about saying that we will get to a point when the Congestion Charge technology that is in place at the moment will need to be refreshed and, as you said in the Assembly's study on this topic, we should be looking at other things like paying by the mile and road user charging in that sense. There are some hooks in here to allow us to develop the projects and the programmes for the later stages of the Strategy, but that is where we need to get to. It is not a full action plan at this stage.

Caroline Pidgeon MBE AM (Deputy Chair): That action plan will be developed for the next business plan?

Valerie Shawcross CBE (Deputy Mayor for Transport): Exactly, yes.

Caroline Pidgeon MBE AM (Deputy Chair): In terms of the current Congestion Charge, even with the existing technology, are you going to look at making private hire vehicles (PHVs) pay it? You have done some feasibility studies on that. Is that going to be released? What about the hours of operation? The Mayor told me last week that he is looking at both of those things.

Valerie Shawcross CBE (Deputy Mayor for Transport): We do keep it under review. The Mayor has a manifesto commitment to keep the level of the Congestion Charge as it is for this period.

Caroline Pidgeon MBE AM (Deputy Chair): The price, yes.

Valerie Shawcross CBE (Deputy Mayor for Transport): We have been doing for some time some technical work looking at the potential need and impact of congestion charging for PHVs because that is one category of vehicles that has grown absolutely exponentially. Clearly, we have problems with traffic congestion at the moment, of which that is one contributor. That is something we are doing technical work on.

There are of course other issues that are being looked at. For example, we have restated now a number of times our aspiration to the Government that it should allow us to cap PHV numbers in London. You might come to the conclusion that if we were given a sensible power to cap and to assess what is a reasonable number of vehicles, it might mean that we would not need to go down the Congestion Charge route. Clearly, we need to take a decision depending on all the factors, but we are looking at that and we have been for some time.

Caroline Pidgeon MBE AM (Deputy Chair): On that technical work, is it possible for us to view this work you are doing?

Mike Brown MVO (Commissioner of Transport for London): Yes, I am sure that is absolutely possible.

If I may, sorry, just to go back to your previous point slightly, Deputy Chair, the way that this works as a Strategy with the business plan and with our annual scorecard is clearer than we have probably ever had it before. We have this 25-year Strategy. We now have a business plan, the next version of which will be published later on this year, and that will give the first five years of delivery intent, properly funded and properly costed, towards the aspirations within the Strategy. Then the scorecard will be the way that I

monitor and measure the place on an annual basis as to what we are achieving against the specific targets and objectives we put in place. It is probably quite useful for the Committee to understand the hierarchy by which this all operates. That is why, as the Deputy Mayor rightly says, the Strategy itself is not a fully costed plan but a plan falls out of it. That is probably worth emphasising.

Valerie Shawcross CBE (Deputy Mayor for Transport): Yes, it is high-level.

Caroline Pidgeon MBE AM (Deputy Chair): Yes.

Valerie Shawcross CBE (Deputy Mayor for Transport): Can I just say, Caroline, there is a wedge of supporting information that is not in here that we are already publishing. You will see that there is, for example, some data about the numbers and types of vehicles on the roads in London at different times of the day and on different routes.

Caroline Pidgeon MBE AM (Deputy Chair): Perhaps if that plus this other information could be given to Richard [Berry, Scrutiny Manager, Greater London Authority (GLA)], we could have that circulated.

Alex Williams (Director of City Planning, Transport for London): Caroline, there was quite a lot of supporting evidence that was released on the web on the same day the Strategy came out and also supplementary to that there was stuff released earlier this week.

On the issue of PHVs, that work is underway. There is not a report sitting there saying what we are going to do. It is underway and we will get some of the results from that probably in the autumn [2017].

Caroline Pidgeon MBE AM (Deputy Chair): That would be helpful to see.

Tom Copley AM: Just on road pricing, Professor Begg was very enthusiastic and indeed the previous panel was very enthusiastic about it. I think I remember him saying that it could raise about £3 billion or something for investment in transport in London with a full road pricing system, but he appreciated that there are political risks to any kind of road pricing or congestion charging system. One of the criticisms has been that there are areas particularly in outer London that are not particularly well served by public transport and where you need a car.

Is it possible for TfL, if it were to pursue a road pricing scheme, to borrow against potential future revenues and then spend those upfront in investing in transport in those areas before the road pricing scheme comes into effect?

Mike Brown MVO (Commissioner of Transport for London): That is a very interesting point and we would certainly explore all such possibilities as a model and I am quite happy to look at the detail of that particular one to see whether it was worthwhile.

However, it is worth emphasising that the whole basis of mode-shift hangs on there being effective public transport across the whole city, whether it is Crossrail 2, whether it is a continuation of the modernisation of the Tube or whether it is about ensuring that the bus network is properly serving those parts particularly in outer London. Assembly Members will have noticed the 40% reduction in buses in Oxford Street, which has begun to give a very clear steer on where we are trying to get to with the allocation of bus services to

the right places that are still growing and require additional bus services. All of that is hugely important and we recognise that car usage and the way that outer London operates – or certainly parts of outer London – is a direct result of there not having been, historically, decent public transport capacity provided in those areas. Buses have a huge role to play, but Crossrail 2 does as well and the Bakerloo Line extension and the other things that are referred to in the Strategy.

I will certainly take away that specific example of a model but we should certainly explore every possibility.

Alex Williams (Director of City Planning, Transport for London): I would just say another thing to bear in mind with road pricing and demand management and I heard the comments from David Begg last week on that. In some ways people are underestimating what is in the Strategy. There is a lot in the Strategy, particularly if you look at some of the stuff we are working with boroughs on. Local congestion charging can contribute and also workplace parking levies.

Workplace parking levies are an interesting opportunity, really, because the legal framework for them has existed for a very long time. It is in the GLA Act. It does give you the opportunity to have those debates, particularly with outer London authorities. If you introduce this to help fund public transport improvements, does it give you a win-win of a mode-shift through providing a decent public transport offer and also managing demand in those localities as well? This gives you the policy foundation for those debates with local authorities all over London.

Tom Copley AM: One thing I did ask a while back was whether there were any plans for TfL to look at the feasibility and how much revenue you could raise with a workplace parking levy, never mind the impact on congestion, but that was at the time not something TfL was looking at. Is that something you would reconsider?

Alex Williams (Director of City Planning, Transport for London): Yes, we are looking at that.

Tom Copley AM: Fantastic.

Alex Williams (Director of City Planning, Transport for London): We are looking at it with the same person who is doing the PHV piece of work.

Valerie Shawcross CBE (Deputy Mayor for Transport): We are looking specifically at it. In the LIPs guidance, we have asked the boroughs if they would like to look at local workplace schemes or possible local congestion charging schemes, we would lend them our powers --

Alex Williams (Director of City Planning, Transport for London): And technical support.

Valerie Shawcross CBE (Deputy Mayor for Transport): -- and make arrangements with them. Of course, it would yield financial benefits for their local transport networks. Ninety-five per cent of the road network is still the boroughs' and it is not that we could not force the issue if we wanted to. It is basically that it will work so much better if the boroughs themselves decide what would be an appropriate traffic-reduction design for their own area and then we back them to do that.

Tom Copley AM: Thank you.

Shaun Bailey AM: I just wanted to talk about the Congestion Charge for PHVs. You made a comment that sounded to my ear like, if the Government gave you a cap, you would see that as a reason to not have to charge those vehicles that drive in the Congestion Zone. Surely, for those vehicles, because they do so many miles and there would be a large number of them regardless of a cap, is there not an argument that they should still pay some sort of Congestion Charge, even if reduced?

Valerie Shawcross CBE (Deputy Mayor for Transport): The issue is about whether there is congestion. If it was the case that a cap, for example, or another mechanism dealt with the congestion, then clearly we would not have a justifiable case for congestion charging. If there is congestion that we cannot control reasonably in another way, then congestion charging is the legal mechanism for dealing with it.

Shaun Bailey AM: Maybe I am a bit hooked on the emissions of people driving around in circles. Just another thing about Crossrail and outer London: the thing that strikes me about Crossrail 2 is that it does not address inter-borough driving. I live in Havering. We do not drive our cars to work. We drive our cars --

Keith Prince AM (Chairman): Sorry, Assembly Member Bailey. We are going to come to Crossrail a bit later, if that is all right. Thank you.

Mike Brown MVO (Commissioner of Transport for London): If I could just add one thing on the capping issue for PHVs, the one thing I should just put on the record is that clearly it would also require cross-administrative border restrictions as well because the last thing you want to do is to have the ability to apply a cap and then discover that anyone can apply for a PHV licence elsewhere and still be able to access the capital. It is worth just emphasising that point as well.

Keith Prince AM (Chairman): Other counties have the same problem with TfL licensing caps in their areas.

Mike Brown MVO (Commissioner of Transport for London): Absolutely.

Valerie Shawcross CBE (Deputy Mayor for Transport): I have just been looking at a map, Keith, that we have done for the Government --

Keith Prince AM (Chairman): We have some in Liverpool, apparently, who are licensed.

Valerie Shawcross CBE (Deputy Mayor for Transport): -- showing the homes addresses of PHV drivers. They are literally all the way up and down the country and across.

Keith Prince AM (Chairman): Yes, ridiculous.

Caroline Pidgeon MBE AM (Deputy Chair): OK. I will get back to my questions. Just on the cap, it would be interesting to know how you are going to actually implement it if you did get that power. It is a challenge that somebody put to me the other day and I thought that that is quite true.

Getting back to road pricing, this Mayor will be bringing in some sort of road pricing in terms of tolling because the new crossing you are proposing will have a toll.

Valerie Shawcross CBE (Deputy Mayor for Transport): Correct.

Caroline Pidgeon MBE AM (Deputy Chair): You then have Blackwall Tunnel and of course there are question marks over Rotherhithe and people are very concerned that you may end up having to toll that because you are going to push so much more traffic through there.

The question always is whether it is fair to toll everything in East London and not West London or the other river crossings. I would like a political answer to that.

Valerie Shawcross CBE (Deputy Mayor for Transport): Do you want that one? I think it is time Alex had a go.

Caroline Pidgeon MBE AM (Deputy Chair): We ought to have a political answer for that, really.

Alex Williams (Director of City Planning, Transport for London): There is a tradition in this country going back decades, or maybe centuries, that if you put in a new piece of infrastructure the users pay for it. I can fully understand that and it has been applied to new crossings all over the country for decades, really. I do understand the issue of the anomaly between West and East London but I do believe that, clearly, when you put in a new piece of infrastructure, a new major crossing of the Thames, there is an expectation that vehicle users would pay for that.

Caroline Pidgeon MBE AM (Deputy Chair): Will you potentially have to toll Rotherhithe if it starts getting so congested by people trying to avoid paying?

Alex Williams (Director of City Planning, Transport for London): No, our modelling says that you do not have to do that. We have looked at the modelling. It talks about more of an indicative toll of about £4 per vehicle peak. It is lower off-peak. That indicates that there is not a significant knock-on effect on Rotherhithe. I can perfectly understand the concern and we have had discussions with the local authorities, Southwark and Tower Hamlets, to go through that detail, but our view is that the toll is at a reasonable enough level. If you are avoiding that toll, it is quite an increase in the journey time and then you trade off those issues about the time and the cost of that.

Keith Prince AM (Chairman): It is only a half-hour detour to go via Rotherhithe.

Caroline Pidgeon MBE AM (Deputy Chair): Can I move on to freight? That is the other really big thing in here and it was in our congestion report as well. One thing we talked about is personal deliveries. How successful is the Mayor likely to be to encourage businesses to ban or restrict personal deliveries and also across the GLA group?

Valerie Shawcross CBE (Deputy Mayor for Transport): Freight management is one of the areas where we have the most ground to make up in terms of forward planning. If my colleagues will forgive me for being a bit disloyal, freight is not one of the areas where TfL has done much - if any - creative thinking

in the past. The approach of using the river has been very good and very successful for the construction traffic.

However, to go back to Shaun's [Bailey AM] question about congestion, one of the biggest issues with congestion has been the growth in small deliveries. We know that. Everybody was floundering with what to do with it. Indeed, the commercial markets and the private organisations were floundering as well because they are aware of how inefficient it is. This is an area where we have most to do in terms of designing the systems and making them work.

One of the things that we have been doing is looking at what voluntary models there are out there at the moment and you will be aware of the Business Improvement Districts in and around Westminster. They have really effective and good mechanisms for sharing delivery vans and micro consolidation. Increasingly we are seeing private companies that do consolidation types of activities like the Duddle shops, etc.

This is one of the areas where we need to do most to develop programmes and I see this as something that we want to take some of the learning of how to do this in central London to the rest of London. We could, for example, be helping with the LIPs money for a town centre local freight consolidation scheme for an outer London borough. There is an awful lot to do on this one at the moment.

Caroline Pidgeon MBE AM (Deputy Chair): What do you think are the barriers to delivering your target of everywhere in London being within 30 minutes of a construction consolidation centre? What specific actions are you going to be taking to achieve this?

Valerie Shawcross CBE (Deputy Mayor for Transport): We have been reading this across into the London Plan. In the London Plan review, which is in the earliest stages now, we are really clear that we are aiming to protect wharves to make sure that the river industries and the freight industries are protected. For sites that are already consolidation sites, we are protecting them and the next thing is to be more proactive about making sure that they are taken up. There are commercial operators out there who are looking for practical help and we will be looking for them.

Mike Brown MVO (Commissioner of Transport for London): There is certainly a promotional role that we have here because there is not as wide awareness as there might be for some of these sites. Surely, of course, there are some gaps still in outer London not within a 30-minute drive, as you imply, and so we have to look at that on the one hand and also, where there are sites within a 30-minute drive, to exploit that fully as well. We have not always got the message out of the existence of those.

Forgive me if I keep going back to previous questions. I just wanted to make the point that I have banned personal deliveries for all TfL premises and so we are leading.

Caroline Pidgeon MBE AM (Deputy Chair): Fantastic. As per our recommendation. Good.

Mike Brown MVO (Commissioner of Transport for London): As ever. We follow the Committee's recommendations diligently, as you know, Deputy Chair. That is making a real impact. Of course, as the Deputy Mayor said, things like Duddle and Amazon Dropbox and other things make a real difference because the hassle that there used to be - or perceived hassle at least - of collecting packages on a weekend or on people's days off has disappeared hugely in the last couple of years.

Valerie Shawcross CBE (Deputy Mayor for Transport): Modal shift is relevant to this as well because we are seeing companies like UPS, which have some great ideas and some great schemes elsewhere in Europe, doing things like moving towards electric bike deliveries and very micro consolidation. Just a lot more active energy needs to be put into this whole management of delivery programmes.

Caroline Pidgeon MBE AM (Deputy Chair): There could potentially be some sort of action plan coming out with some real detail on these areas?

Valerie Shawcross CBE (Deputy Mayor for Transport): Yes. That is exactly right. It is one of those areas where you know we have to go, but just because we do not have the details now does not mean that we should not be saying we know we have to be doing this. This gives us the framework and the incentives and the resource base to get on with it.

Caroline Pidgeon MBE AM (Deputy Chair): Lovely. Thank you very much.

Keith Prince AM (Chairman): Thank you.

Steve O'Connell AM: Thank you very much. Good afternoon, all. We have touched upon bus services and we have touched upon the reliance and over-reliance on bus services to outer London boroughs, of which I represent two. We have talked for some time about what I call the rebalancing of bus services from inner to outer London and there is scientific evidence around that. My first question really to set this debate off is: how much bus service capacity do you intend to shift from central to outer London in this next plan that you are publishing in the next few months or so? What sort of details could you kindly give us?

Mike Brown MVO (Commissioner of Transport for London): That is precisely the detail we are working up specifically. I do not want to give you a figure because that would be a figure I am plucking from thin air but suffice it to say that I have alluded to earlier on, Steve, as well about the changes we have made already within Oxford Street in terms of the number of buses going through the Oxford Street route itself and how that then creates capacity and additional potential to increase frequency outside of London. That is a first step but it is a very important first step because it is probably the biggest change in the bus network we have made in London in 10 to 15 years, I would say.

Alex Williams (Director of City Planning, Transport for London): 23 routes.

Mike Brown MVO (Commissioner of Transport for London): There are 23 routes affected by that. That is just a real sign of the potential of what we can do. I am very mindful that a decent frequency of services, radial routes being supported properly in outer London, decent bus stands and decent bus stop facilities being available for users is what this is all about. As you see the evolution of the business plan – and you are quite right that it will be in the business plan as we are seeing that constructed or pulled together between now and the end of the year – you will see some more detail emerging.

Valerie Shawcross CBE (Deputy Mayor for Transport): The second move on that line was that the TfL Board received a paper on the review of hospitals and there were three tranches of desirable services either tweaked or new that were outlined in that big review and a lot of those are in outer London. That

was an attempt to start focusing resources back where people feel particularly disabled in terms of their ability to get around on public transport. That makes sense to me because if the National Health Services (NHS) will be consolidating on bigger and bigger hospital sites, we have to be serving those sites properly, particularly for the elderly community. That kind of detail you will see come through the TfL Board and I would encourage you to be watching what the TfL Board is doing as well.

Steve O'Connell AM: I speak from experience because, like many constituency Members, the great bulk of my casework is around TfL and the bus network. I have been trying to get a bus service direct to Croydon University Hospital - the ex-Mayday Hospital - for some considerable time.

Valerie Shawcross CBE (Deputy Mayor for Transport): From Addiscombe.

Steve O'Connell AM: It is still in the bit-too-difficult box. I am not lobbying for that specifically, but the point I am making is that improving and increasing bus services is not simplistic. It does take time. With the aspiration to get people out of their cars and into buses, we really have to up our corporate game into moving it on. We can talk about these things but it appears difficult.

Valerie Shawcross CBE (Deputy Mayor for Transport): The plan is in the TfL Board papers and I know that that specific bus was mentioned.

Mike Brown MVO (Commissioner of Transport for London): Yes. I take the point and I do not disagree with you. This has been a slow process in the past, but I have been hugely impressed - even though I say it myself - with how much momentum and speed we have managed to achieve in Oxford Street. That is perhaps moving the page further forward than we have ever done before, Steve, in this whole area. Add that to the fact that we are spending £200 million across London as well on bus prioritisation schemes, which will also of course help with the movement of vehicles and the prioritisation of vehicles on those key routes, too. There is an opportunity for us to prove to you we can do this differently and I take that challenge.

Steve O'Connell AM: Of course the orbital routes you mentioned yourself earlier.

Mike Brown MVO (Commissioner of Transport for London): Absolutely, yes.

Steve O'Connell AM: We just do not seem to instinctively get orbital routes in London and outer London. We do not want people going in to central London to come out again. We need improvements around that.

Mike Brown MVO (Commissioner of Transport for London): Absolutely. That is a really important issue because not only does it open up access to town centres and places of interest and indeed greater access to the fantastic walking and cycling facilities that we hope will emerge in outer London as well, but it just does make a huge amount of sense in terms of people's time and also in not congesting the rail network going into London and out again, yes.

Steve O'Connell AM: Thank you. Thank you very much, Chairman.

Keith Prince AM (Chairman): Thank you.

Joanne McCartney AM: Can I just say thank you for your recent announcement about increased bus services to hospitals? I have certainly been campaigning for a number of years to improve access to North Middlesex [Hospital], particularly following the reconfiguration of health services in my borough. Previously, I had always been told – and I have had meetings with TfL, with residents and with the local Council – that if I could point to where you could take a bus route out, I could have my new bus route, but you could not do it otherwise. Do you think that in the future you are going to be a bit more nimble in being able to respond to changes than perhaps you have had to in the past?

Valerie Shawcross CBE (Deputy Mayor for Transport): If I kick off, then the Commissioner can correct me. The business plan at the moment basically shows a pretty steady level of bus kilometres. We are talking about keeping the service generally at the same level but, within that, there will be movement.

Mike has talked about Oxford Street and it is just generally true that this Strategy talks about modal shift to walking, cycling and public transport. That is the simplistic version. However, it is true to say that there is also going to be modal shift from public transport to cycling and from public transport to walking. It is particularly true in the centre of London and there are a lot of other social trends that are happening that are reinforcing that and that lie outside the Strategy; for example, people using their iPhones, people walking much more in central London. The drop-off in bus passengers in central London, which is about 3% a year at the moment, in my view, is not just about bus congestion, although we are trying to deal with the prioritisation routes. It is also to do with the fact that people, for health and other recreational reasons, are walking a bit more. As that happens, we need to recycle that resource.

We also need to experiment with new modes of delivery. One of the things that the Transport Strategy does admit – somewhere – is that we do not know what we do not know yet. We have a set of principles where we talk about how we deal with new technology developments. We do not know exactly what new technology is going to throw up, but we do know that we are going to have some kind of rational public interest tests around how we react to it.

One of the things we have specifically said in here that we would be quite interested in doing is trialling private sector services that fall between the bus and the taxi, something like an on-demand bus service, for example. That might be very relevant for some areas of London. It also allows you this fleet-of-foot thing of trying and testing out where there is latent demand. We are certainly talking to one company at the moment that came in to see us about that kind of flexible service and where it might go and what deals, if any, TfL might strike. This is not just about our direct bus service delivery but it is also about our willingness to find other ways to facilitate demand being met.

Keith Prince AM (Chairman): Thank you.

Caroline Russell AM: I have one final question on the bus network and then I want to pick up on bus safety. In the Transport Strategy, you mention on page 137 the potential need to introduce some new express bus routes. There is no detail about when, where or how. Just when and where do you expect to introduce any new express bus routes?

Valerie Shawcross CBE (Deputy Mayor for Transport): I would say in general – while my colleagues think about the detail – that one of the things we are going to do differently in here is in the way we think

about small regeneration of sites. In the past, there has been this real tendency to go for rail straight away, like if we have a regeneration project we must stick something with rails on it to it. Actually, that is very expensive and very inflexible. Therefore, there is a desire to serve new housing developments and new regeneration areas with rapid buses – trolley buses if necessary – and to see the bus as a regeneration tool and not just as something to pick up very retrospectively if there is massive demand. In a way, like many European countries do, we are pioneering with the bus and then, as the demand and the population grow, moving then to try to find higher-capacity schemes to go in.

Alex Williams (Director of City Planning, Transport for London): We are having those debates with several authorities in outer London where they might have an aspiration for a rail extension and they realise it is very expensive and may be several decades away or a long time away. In the interim, if you add a bus transit service, maybe with express services or segregated services, it could provide public transport capacity to stimulate growth. It could be delivered a lot cheaper and a lot quicker than any rail extension. We are having discussions with several boroughs in East London on that. We already have a busway in north Greenwich. We have one going in in Barking. We have debates with Bexley, Greenwich and Havering on those kinds of issues. This document, whilst it is relatively new and only a few weeks old, is stimulating a debate with the boroughs as to, “Actually, that looks quite interesting. Can we look at this?” It is a combination of bus transit and express bus services that give a rail type of service without the cost of the delivery of that rail.

Caroline Russell AM: It is a nimble, affordable way of supporting housing developments?

Alex Williams (Director of City Planning, Transport for London): Yes, a stepping stone.

Mike Brown MVO (Commissioner of Transport for London): It may be that then a rail scheme or some longer-term scheme follows afterwards but, as Val says, this is a way of kick-starting the opportunity for growth.

Caroline Russell AM: Thank you. I will move us on to bus safety. You must be aware that the Committee has published a report this week. We heard from a lot of the people who actually deliver the bus service, the bus drivers, who are under a lot of pressure in their jobs. I would like to know if you will look at undertaking a review of bus driver welfare and working conditions in light of the evidence of the tough conditions they are working under, which are laid out in our report?

Mike Brown MVO (Commissioner of Transport for London): First of all, can I just say that I hugely welcome the report that the Committee has pulled together on bus safety. This is a hugely important area of concern to me and I know to Londoners and obviously to the Committee on behalf of Londoners as well. It has just been a few days, but you can be assured that I am personally reviewing this in a huge amount of detail to make sure that additional measures beyond what is already in our bus safety programme are taken on board. That does include the sorts of areas that you are talking about in terms of the welfare of individual bus drivers, ensuring that there are decent facilities and welfare facilities for bus drivers, that they have decent places to rest and that we have a consistency across the city as far as we can for bus drivers. Committee Members will be aware that for the first time in living memory we have a consistent training programme for bus drivers. We have to look further to see what additional safety measures we can apply for the operators universally across London as well. I really welcome this report as a very key contribution to what we need to do further. The simple answer is yes.

Caroline Russell AM: That is excellent. The other thing that we picked up on very strongly was the tension between the contracts with the bus companies, which have time as a very strong factor, and running a safe bus operation. Will you review the contracts that TfL holds with bus operators and consider incentivising safety as well as punctuality?

Valerie Shawcross CBE (Deputy Mayor for Transport): Yes. Like the Commissioner, I felt that your report was very helpful and timely. Yes, there has been the programme that was announced in March 2016 that covered the training, the design and a whole load of issues and the work has been going on with that. However, the energy in it was not good enough. There was not enough oomph.

What the Commissioner has done, in looking at it from a management point of view, is to find that tension himself because what happened originally was that the issue of safety was dealt with in one area of TfL and the issue of bus operations was dealt with in another area of TfL. The Commissioner has brought them together now and there is a very talented woman, I am pleased to say, who is going to be taking that over.

Safety should be core business. It is interesting that the person who has been found to do this work comes from a section of transport where it has always been the case that safety was core business, which is on the rail side of the operation, and so the bus side is going to take on some of the management culture and expectations of the rail side, which is that running safely is as important, if not more so, than running. This is core to the mission.

There has been that bringing together of the two sides of the operation into one functioning entity with some refreshed leadership and the mechanism not just of bringing in the new bus safety performance indicators in the contracts but actually thinking about how the whole operation of the service is affecting public safety matters. It will make a difference, for example, when we get more of the bus priority lanes in because part of the stress is the growing congestion that is making the bus drivers feel under that terrible pressure. Tackling congestion is not just going to be good for the passengers' journeys; it is going to make it a better working life for the bus drivers.

The programme is pretty comprehensive, but the report you have done will help and give it some more welly and refocus it. That is the point. The message needs to be received by every quarter that this is really important. We can get across this, but we really have to focus on it. The publication of data and the in-depth publication of the crunch map will really help and all of the data that is going on the website.

We can all watch this happen together because certainly the Mayor's Transport Strategy gives us a really big target. Zero people killed in or by a bus by 2030 is the objective and we will not get there or near enough to it if we do not actually deliver on all of the things that were planned to be delivered on. That is what we are aiming to do now. We can do it better now, actually. Claire Mann [Director of Bus Service Delivery & Operations, TfL] will produce some additional ideas for how to run these operations better.

Caroline Russell AM: Thank you. I imagine everyone around here has heard a lot from campaigners on bus safety, in particular from Tom Kearney. Actually seeing this thinking and this opening-up of thinking to bring safety into the heart of it and, Val, hearing you talking about the rail safety culture is going to be

something that campaigners are going to be really glad to hear. It is great that you have said yes to both of those previous questions.

I have one final question, which is whether you will consider making a link with the bonuses of senior TfL staff to bus safety outcomes?

Mike Brown MVO (Commissioner of Transport for London): That is something we will look at. That is one of the issues, to be honest, that I have just had an initial look at, although in the report I saw the message very loud and clear. Clearly, safety is a significant part of the scorecard. We now have a much more conventionally balanced scorecard, and it is one of the key elements within that scorecard. I just have to look at the practicalities of how that works but, again, I see the message very clearly and it is a very well-made point.

Caroline Russell AM: Thank you.

Valerie Shawcross CBE (Deputy Mayor for Transport): The TfL Board takes responsibility for deciding which performance indicators go in that scorecard and then a remuneration committee works through exactly the detail of it. The intention is that the scorecard should be matching the things that we publish that we want to achieve.

Caroline Russell AM: Thank you.

Keith Prince AM (Chairman): Thank you. It is 3.00pm but could we just ask you for five minutes? We have Assembly Member Copley, who wants to ask about Crossrail 2, which is a really important issue.

Tom Copley AM: Appropriately enough, it is on Crossrail 2. If Chris Grayling's [Secretary of State for Transport] answer is no - which I hope it will not be, of course - in your meeting this afternoon, hypothetically, what is your alternative approach to addressing capacity issues if we do not get Crossrail 2?

Mike Brown MVO (Commissioner of Transport for London): Yes. Thank you for the question and I would just say again I am hugely grateful for the cross-party support that this Committee has consistently given on this topic.

There is not an easy alternative. That is the simple answer. We have been asked to look at various so-called strategic alternatives by the Department for Transport over the last year or so and we have diligently looked at those. None of them come up to the mark in terms of delivering what we need to do; in particular, the issues around Euston and how that will operate, even without the growth that you will see with High Speed 2 (HS2), which is now of course going ahead with the award of the contracts announced only yesterday. Also, of course, you lose out hugely on the regeneration opportunities, particularly but not exclusively on the Lee Valley area with 200,000 very important new homes and about the same number of jobs in that area as well. Actually, I am sure very observant Members of the Committee will have noticed that the new operator of the Southwestern franchise reminded us all just a couple of weeks ago that the new trains that they are procuring will add an additional 45% capacity for the number of people into Waterloo every day.

All of those together mean that, frankly, it is impossible to imagine how the transport network will operate, how Clapham Junction will operate, how Waterloo will operate, how Victoria will operate and how Euston

will operate, never mind the additional number of people who are expected just by incremental growth to arrive on the Tube network as the population of London grows to 10 million within the next couple of decades, which is really significant.

There is not an easy alternative. We will continue to argue the case and we will continue to make the case because it is the right case. Also, very importantly, as Committee Members will know, London is prepared to pay its way on this and is prepared to pay at least 50% of the cost, which of course is unique if you look at any other rail scheme anywhere else in the country.

Tom Copley AM: On that point, it is right that London pays, but of course the benefits are not just for London; they are for the wider South East and the whole country. You already have this development rights auction model which potentially could be used on something like the Bakerloo Line extension, but if you were to say to the Government, "Give us more land value capture", because of, as we have discussed, the potential for new developments along the line, could you potentially see London's share increasing and the Government's share decreasing? Would that be possible to make it a more attractive proposition for the Government?

Valerie Shawcross CBE (Deputy Mayor for Transport): It is pretty clear that the ask was to show how we could fund 50% of the capital investment and we have done that in the business case. The debate is more around the timing of the cash flow at the beginning. That is more around where the debate is.

Crossrail 2 is different because it is totally transformational. None of the other small schemes added together come anywhere near the size and the impact of this project and so it is really important that we do come to this deal.

However, also, it is important that we do keep some capacity for some of those smaller projects. If you look at London at the moment, we are not just delivering Crossrail 1 but we do have the Northern line extension going on and we do have the Tube upgrades going on, which are really effective. We need for the future to also be doing those smaller and middle-sized schemes as well. We have to be careful not to - how do I say it - kill the goose that lays the golden egg. We need to find the right balance between capital investment that stimulates the economy but not over taxing the business community and the landowners who are contributing to these projects. There are quite a sensitive number of balances. We also have to deliver affordable housing into this.

We think that 50:50 works really well and the development rights auction model is one that is being looked at now. The Government is very interested, it seems to us, in finding workable land value capture mechanisms. It is not so much that is a barrier; it is just some of the practicalities about how to organise these things. Different communities and different projects yield different values. It is quite difficult. If you are building a project in an already existing residential area, it is difficult to see where the uplift is that can be taken. The issues here are not political as such. They are just practical about how we make it work.

Tom Copley AM: Can you achieve your 80% sustainable travel target without Crossrail 2, the Bakerloo line extension and Southern Rail access to Heathrow?

Mike Brown MVO (Commissioner of Transport for London): It is very difficult to see that we would.

Tom Copley AM: Can you tell us without these capacity upgrades which stations are likely to be closed due to overcrowding? We know that Euston, particularly with HS2, would be shut.

Mike Brown MVO (Commissioner of Transport for London): If you extrapolate further from what I talked about, we are intending to buy some additional trains for the Jubilee Line. Already it takes something like 12 minutes to get from the commuter platforms at Waterloo down to the Jubilee Line platforms on a good day when everything is working well. That will take longer even with the additional trains on the Jubilee Line. Waterloo itself, from an Underground perspective, will have a challenge. That could have a knock-on effect on London Bridge and ultimately on Canary Wharf; certainly in the evening peak, it could have a knock-on effect there.

We are talking almost about a domino effect of stations and we already see it because the network is so busy. Just a few months ago there was somebody taken ill on a train very briefly at Green Park for a couple of minutes. Within those couple of minutes, we had London Bridge and Waterloo stations close on the Jubilee line because we were just right on the edge in terms of capacity. That was a very visual demonstration of that. I could get you more detail of those specific stations, yes.

Valerie Shawcross CBE (Deputy Mayor for Transport): Caroline [Pidgion MBE AM] just asked a Mayor's Question Time (MQT) [question] on that very topic. When I looked at that list, I thought, "It is not long enough". I think there were 20 on your list?

Caroline Pidgion MBE AM (Deputy Chair): Seventeen plus Clapham Junction, but that is just Crossrail 2, not the other pressures --

Valerie Shawcross CBE (Deputy Mayor for Transport): That is it. There will be more than that.

Caroline Pidgion MBE AM (Deputy Chair): If you add in, yes.

Tom Copley AM: A final one, just a small one: what are the prospects for rail devolution in the near future? Is that on the agenda this afternoon as well?

Keith Prince AM (Chairman): Hopefully better after this afternoon.

Mike Brown MVO (Commissioner of Transport for London): One of the encouraging things was from the report that Chris Gibb [Non-Executive director, Network Rail] carried out for the Secretary of State [for Transport] on some of the challenges that Govia Thameslink Railway (GTR) has been having with its operational performance recently. One of the recommendations that emerged from that was to give devolution for the lines into Moorgate over to the Mayor and TfL as quickly as possible.

Tom Copley AM: Brilliant. The old Northern City Line?

Mike Brown MVO (Commissioner of Transport for London): Absolutely, yes, up to Welwyn and Hertford. That is a first step in this. As I have said before, I wrote a very long response to the Southeastern consultation on the new franchise there. We continue to make the case. We should not give up on this, not - for the avoidance of doubt, as you well know - because we want more power and more

control. It is only because we want a better deal for passengers in south London. By the way, that has a knock-on benefit to longer-distance passengers beyond London as well because on-time services in London create a greater likelihood of on-time services from beyond the London boundary. We continue to make the case and we will do that again in about half an hour.

Tom Copley AM: Thank you.

Caroline Pidgeon AM (Deputy Chair): You just talked about the Chris Gibb report. Could we have a response from you, whether you have done a formal response or even just your thoughts in writing, on your response to the key things in that? That would be really helpful for our work on this.

Mike Brown MVO (Commissioner of Transport for London): Of course, yes.

Valerie Shawcross CBE (Deputy Mayor for Transport): You might like to see TfL's response to the Southeastern trains consultation as well if you have not seen that.

Caroline Pidgeon MBE AM (Deputy Chair): Yes. There are quite a few things today that you are mentioning --

Valerie Shawcross CBE (Deputy Mayor for Transport): Geoff Hobbs [Head of Transport Planning, TfL] wrote a really stunningly good response to that consultation.

Caroline Pidgeon MBE AM (Deputy Chair): That would be great as well. Thank you.

Keith Prince AM (Chairman): Thank you.

Steve O'Connell AM: We did not mention the trams once. We just did?

Valerie Shawcross CBE (Deputy Mayor for Transport): The trams?

Steve O'Connell AM: We just did.

Caroline Pidgeon MBE AM (Deputy Chair): He has been twitching about trams for the past hour.

Steve O'Connell AM: I have got it out of my system now. Thank you.

Valerie Shawcross CBE (Deputy Mayor for Transport): It is in there. It is in there. It is just we have to work out how to deliver it.

Keith Prince AM (Chairman): Look, thank you so much, especially for the extra little bit of time. It was very helpful. These are very important issues, obviously. Thank you for your very open and detailed questions. I appreciate that. We wish you luck with your negotiations in a few minutes' time.

Caroline Pidgeon MBE AM (Deputy Chair): Yes, exactly.

Mike Brown MVO (Commissioner of Transport for London): Thank you very much, Chairman.

Valerie Shawcross CBE (Deputy Mayor for Transport): Thank you very much, Chairman. Thank you for the questions and thank you for your support, actually.

Valerie Shawcross CBE (Deputy Mayor for Transport): Thank you for your support and good luck, Will.

Dr Will Norman (Mayor's Walking and Cycling Commissioner): Hello. Thanks for inviting me again.

Keith Prince AM (Chairman): A pleasure.

Caroline Pidgeon MBE AM (Deputy Chair): You did not realise how often you would be seeing us.

Dr Will Norman (Mayor's Walking and Cycling Commissioner): No, nor did I, but it is always a pleasure.

Keith Prince AM (Chairman): Can I welcome Dr Will Norman, the Mayor's Walking and Cycling Commissioner? He has now come to support you, Alex, now that you are now the number-one batsman, are you not?

Navin Shah AM: My questions are on accessibility. We had an interesting discussion a few days ago on the very subject and generally in terms of strategic aspects of accessibility. An open question is: in what ways will you make step-free station upgrades more affordable for TfL?

Alex Williams (Director of City Planning, Transport for London): Before I get into the data, I would emphasise that one of the things we have is that the business plan has the extra money for the next five years, the extra £200 million, and you are aware, Navin, of the programme of stations that we will be delivering through that.

What was important for me was to think that this is a plan for 25 years, not just five years, and within the plan we have this accessibility implementation plan on page 130, which gives you more information on what we want to do in terms of improving accessibility in five-year chunks up to 2041. It is not the case that we will just do the business plan and stop. You know and I know that we have to do more and we will continue to do more. The accessibility plan talks about stuff like the customers, it talks about step-free access, it talks about new infrastructure and it talks about the work we are doing on the rail network as well. It is not just about step-free on the Tube. It is a broader agenda there.

Going back to your first point on how we are going to look at how to make it cheaper – because I get that some of the stations like the one that you have been lobbying on for a long time, Harrow on the Hill – have not happened because of the number of lifts and the cost of those lifts. We need to look at ways of delivering that cheaper.

There are two things I would say about that. One is that we need to look at other ways of delivering step-free and a good example of that is how we did it at Greenford, which was using a stairwell to deliver that and an incline lift, which was delivered a lot cheaper. It was a borough suggestion that we do that.

The other thing is that Mark Wild, Managing Director, London Underground, is challenging different contractors and different providers to see how they can deliver this. There is a mini competition, as it were, within the industry to see how they can deliver step-free improvements at Underground Stations at a lot lower cost. That work is underway and Mark is challenging his own teams and private sector providers as well to come up with new and innovative ways of delivering the product but at a lower cost. That work is underway.

Navin Shah AM: I am glad to hear that you are looking at how you can deliver this at a more cost-effective level because that should help you to speed up the timeframe in the time length that you have.

Alex Williams (Managing Director of City Planning, Transport for London): And do more.

Navin Shah AM: Indeed, yes, and do more as well. How much are you going to allow on the third-party funding as well? To me the worry is – I will put it down the line straight away – that when you start looking at third-party funding, whether it is TfL assets or whatever, rather than speeding up, it actually stretches the timeframe.

Alex Williams (Managing Director of City Planning, Transport for London): It can have that effect; I agree with you. There is a good example where we negotiated step-free at Mill Hill East and we have never received the money from the third party. We are going to step in and deliver the scheme because it has just never materialised. On the one hand you want to maximise contributions from other third parties, but then you become beholden to their timescales and it can slow delivery down, really. That is something we need to be mindful of when we are looking at these individual agreements for the stations and major developments to make sure that we get them delivered at a pace that we need.

We have very real debates on several stations across London. I know that Colindale and Brent Cross are two examples near your constituency where we are actively involved in debates with the borough and developers about trying to accelerate the step-free element of their station improvements. It is an issue, but it needs us to not be going at the pace of the slowest, as it were, but to challenge that pace and see if we can get the thing delivered quicker.

Navin Shah AM: Moving on to the other aspects of accessibility, step-free is just one critical element but you have issues like the manual ramps, for example, wherever you have problems with platforms and accessibility to trains, and so on. Also, something came up at our last session on the same issue. It was that with ticket office closures, staffing is very critical, and that you maintain the current level of staffing or even higher if possible. Access is something that Faryal Velmi, Director of Transport for All [TfA], mentioned: that this is something that gives freedom to people with accessibility, who do not feel they are being trapped at home, to go about for jobs and so on. Staffing is critical with station offices closed. Also, it is important that signage, for example, is critical, particularly when you have people with visual impairment etc.

What are you doing along those wider issues of accessibility? Also, how are you managing or looking at equality impact as well?

Alex Williams (Managing Director of City Planning, Transport for London): Going back to your reference to Faryal [Velmi] and TfA, this document was issued by consultation and I am meeting with her

very soon. We discussed it with her organisation before it was released, but we are meeting her to talk about the detail of it. If they have specific suggestions that they would like us to address in that, we will consider that as part of this consultation. If there is more we can and should be doing, particularly on the customer offer from our own staff, that would be a welcome contribution to this.

We do reference these issues in here about our staff and you mentioned the ticket office closure. That is potentially a benefit to people with disabilities because the staff are more accessible and more out there and visible within the station to help be on hand to help people rather than be behind a glass window at a ticket office. There are benefits of that approach to help us, really.

The other issue you mentioned on signage - and I do think that is a good point - a lot of the signage that is at a level where in crowded stations it is difficult to see. That is something that I know Mark Wild, Managing Director of London Underground, is looking at to see if we can improve on. One of the things he has instigated is a training programme for his senior managers so that they go out on the stations for a day or two with people with disabilities to experience from their perspective as to what is life like on a Tube line in terms of that issue, the experience in terms of the customer support from staff and also the signage, boarding and exiting trains as well. That is a kind of practical programme of activity. We refer to it here, but there is a lot more detail that is happening on the ground with Mark Wild and his team.

Navin Shah AM: We also have concerns about reductions in Access For All funding for accessibility of grids at national railway stations. What would this mean now for the disabled access to the transport network?

Alex Williams (Managing Director of City Planning, Transport for London): I am afraid I do not know the detail about the reduction in that funding. I know that that funding has been welcome in terms of the improvements it has delivered within Network Rail stations within London and particularly on the London Overground, the network that we are running, but in terms of the current budget settlement for that or a likely one, I am afraid I am not privy to that information. We see that as a core part of delivering the accessibility implementation plan in this Mayor's Transport Strategy and so we would be very concerned about any cuts in that budget because they are pretty effective at delivering these lift schemes fairly cheaply.

Navin Shah AM: Is that something you can look into?

Alex Williams (Managing Director of City Planning, Transport for London): Yes, I would be keen to look into that.

Navin Shah AM: Yes, and let the Committee know.

Alex Williams (Managing Director of City Planning, Transport for London): If there is a significant cut to that budget, we would be very concerned about that.

Navin Shah AM: Sure, yes. The next issue is whether TfL is continuing to review the safety of bus stop bypasses on cycle lanes. Will there be any design changes rolled out? This again was a major concern flagged up at the last meeting we had.

Dr Will Norman (Mayor's Walking and Cycling Commissioner): Thanks. I can take that one because it is a bit more in my patch than the stations. I know we have 50 bus stop bypasses across London at the moment and they are a critical part of the cycling infrastructure, particularly on segregated routes, on how we reduce the conflict between cyclists and larger vehicles. As with any of the new infrastructure, they have been rolled out in a structured way, where we have been doing off-road trials in that and then some monitored trials and so there have been some in less busy areas. The one that I am aware of is the one in Stratford High Street and they have now been more widely rolled out across London.

I am aware that there are some concerns around the safety on that. At the moment, we have been monitoring it very closely and there is no collision trend with their use in London, but I know London TravelWatch is part of a working group monitoring those groups and we have video cameras not just monitoring collision data but looking at people's behaviours around that.

We have had people on the ground surveying pedestrians, bus users and cyclists at those spots and we will continue to monitor that because it is important for cycle safety, but we need to make sure that that is working and so trialling the zebra crossings that give priority to the pedestrians and the bus users to cross that is something that has been happening. I personally was cycling along just in front of Mile End Hospital on Whitechapel Road and there is a monitoring station there. The full results of that trial are due later on this year and I am really happy to share those with the Committee, but it is something we take very seriously.

As I said, there is no evidence at the moment that we have seen between collisions and those bus stop bypasses, but that is why we are beginning to look at the behaviour around those, not just collisions.

Navin Shah AM: There was an interesting comment we had - and I will quote - from our 12 July meeting. This was from TfA. Faryal [Velmi] said:

"We are hearing from other members right across the city where they feel the fact that they will get off an island bus stop and face, on both sides, cycle lanes going with a whole kind of steady stream of cyclists really terrifying."

Dr Will Norman (Mayor's Walking and Cycling Commissioner): I understand that and that is why the introduction of trialling the zebra crossings within those, which give clear priority to the pedestrians over the cyclists, are an interesting thing. That is why we are continuing to monitor that going forward.

Navin Shah AM: Is this something you can work closely with TfA on also?

Dr Will Norman (Mayor's Walking and Cycling Commissioner): Yes, with pleasure.

Navin Shah AM: Please. Thank you.

Dr Will Norman (Mayor's Walking and Cycling Commissioner): Yes. I am very happy to meet with them. I know we are also meeting with other groups and talking to the various people, including Guide Dogs [For The Blind] and some of the partially-sighted lobbying groups as well, because it is something that they embrace. I am really happy to extend that offer of meetings to TfA as well.

Alex Williams (Managing Director of City Planning, Transport for London): I have already arranged to meet with them and so we can easily take that on too. As I say, it is a consultation. If there are opportunities to enhance and improve the document, we would be willing to look at it. I suspect that the issue you talked about though is often a detailed design issue at that locality and it is worth us maybe picking out some of their concerns and just working out how we address them.

Navin Shah AM: Also, does your Transport Strategy now indicate a low priority for door-to-door services? This is, again, an issue for not only TfL but a lot of local organisations, elderly organisations, etc, that we work with. There is a concern about the state of door-to-door services. It will appear from your Strategy that it no longer seems to be a priority. Can you reassure us where we are on that?

Alex Williams (Managing Director of City Planning, Transport for London): I would not accept that it is a low priority. It is recognised that there is a whole range of service providers and a whole range of opportunities to help people travel with mobility problems, but one of the things that is in here is the reference to the social needs transport review, and it is to look at the whole package of social needs transport providers to understand how we can, across the whole sector, improve the services that are offered there. They are currently disparate and disjointed.

Navin Shah AM: The disintegration of the service, in that case.

Alex Williams (Managing Director of City Planning, Transport for London): Exactly.

Navin Shah AM: It is so critical. It is so important, yes.

Alex Williams (Managing Director of City Planning, Transport for London): Part of the problem is that several people have looked at that before and, frankly, not much has changed really, but there is an opportunity to look at that in a bit more depth now and certainly London Councils are keen to work with us on that. That is referenced in the Transport Strategy as an opportunity to improve the social needs transport services. The other sector we need to work with is the NHS and its patient transport services. It is complex and, from a customer perspective, you can also see it is very confusing and there are opportunities to improve it, but it is a tough one to crack.

Navin Shah AM: It is the customer perspective which is a major issue. I am picking up - it seems everyone is picking up - that there are serious problems and this is a critical, very important service, which does need to be better integrated and better delivered.

Alex Williams (Managing Director of City Planning, Transport for London): Yes. I agree with you entirely and it is referenced in here and it is something we recognise we will need to deal with. Val Shawcross [Deputy Mayor for Transport] is working with Board Members on that to make sure we try to get some progress with that.

Navin Shah AM: Thank you. Thank you, Chairman.

Keith Prince AM (Chairman): Can I just build on that? Thank you. There was talk and there was a commitment some time ago about having just one contact point because at the moment, as you know, you have Travel Guide, you have other door-to-door, Dial-a-Ride and so on. At the moment, it is very

confusing for the users because they have to try to guess what would be the best way, whereas if they were to go through to one contact point there could be a discussion and the best mode could be discussed then and the quickest mode could be discussed then, rather than just trial and error. What progress are you making towards one contact?

Alex Williams (Managing Director of City Planning, Transport for London): I am afraid I do not know the detail of that. I know there was a dialogue with London Councils on the issue. That is part of the social needs transport review and some of the early potential wins of that social needs transport review is to look at the back office and having kind of common platforms or common numbers is part of that. That is part of the discussion with London Councils. I am afraid I do not know where we are in those discussions in terms of progress, but I can find out and get back to you.

Keith Prince AM (Chairman): The other issue around eligibility as well. At the moment, it is different criteria for different services.

Alex Williams (Managing Director of City Planning, Transport for London): Yes, there are, and often those are set by the local authorities through the Transport and Environment Committee at London Councils. Again, that is an opportunity for consistency. My concern with that is whether you are consistently going for a lower offer rather than the highest, really. All of those issues are picked up in the social needs transport review, but I must say - and I know the personalities who work in it - I do not know where we are in terms of specific progress. In the Transport Strategy there was a hook to support the social needs transport review to make it happen but, as you know, there is a lot of practical detail to work through.

Keith Prince AM (Chairman): Yes. It is no criticism of the review. It would be nice if we could get a commitment from Val [Shawcross CBE, Deputy Mayor for Transport] to make that happen.

Alex Williams (Managing Director of City Planning, Transport for London): Yes.

Keith Prince AM (Chairman): Thank you.

Alex Williams (Managing Director of City Planning, Transport for London): I am happy to come back after this and get you more information about where we are in the process with that review.

Keith Prince AM (Chairman): Yes, that would be helpful.

Alex Williams (Managing Director of City Planning, Transport for London): As I say, I know the characters in London Councils and TfL, but I do not have an update in my pack.

Keith Prince AM (Chairman): Yes, that would be helpful.

Shaun Bailey AM: Good afternoon. I just wanted to talk about how the Transport Strategy has a big section on technological innovation and it is mainly centred around autonomous connected vehicles. That is a technology that is meant to make driving easier. Is there any chance that this will affect the aim and the general push that we are having with this paper around reducing car use in London?

Alex Williams (Managing Director of City Planning, Transport for London): There is a concern there. In the document, Policy 21, page 258, there is information on the principles for new transport services and technology. It is recognising that with a 25-year plan, at the end of those 25 years you could have a very different set of providers and transport offers. We are not crystal-balling to say what is going to happen over that time, but what we are saying in the document is that when these things emerge and evolve we want to apply a consistent set of principles to seek to manage their intervention. A key one there, the first one, is making sure that it supports the overarching objective of mode shift. Potentially, you are right that there could be a threat, but what we are saying in this document is that we need some overarching principles to try to manage those introductions to the market to make sure that they aid London's needs as a growing city rather than hinder them.

Shaun Bailey AM: Your point about it being a 25-year plan is realistic and it is a good look at things, but how much development work have you done now to figure out what those principles may be? In 10 or 15 years' time, we could have extraordinary issues, such as you may stop me from parking at work but I may have a car that can drive me to work that I can send home. That would add to the congestion. That is one end of the scale, but at the other end of the scale, if you have mobility issues, an entirely autonomous car may be a really good thing for door-to-door services. How much work has been done to look at where we may be going with this?

Alex Williams (Managing Director of City Planning, Transport for London): That is an interesting point about the spatial approach to this because, if you were introducing demand-responsive transport and autonomous vehicles in a very public transport-rich part of London, ie central London, it has the potential to add to congestion, worsen air quality and shift people away from public transport and that form of transport would more likely be a car. However, if you looked at the same proposition in outer London where the public transport services are not as dense and it is not as well-connected, it is a potential benefit in some cases. There is a very clear spatial differentiation here that we need to think about when we look at the principles about applying or considering these services and their rollout across London. One of our challenges is that they are coming from the private sector and they all want to work in central London where they perceive the money is, but that is where in some ways the public transport offer is so good that we do not want them there. We want them in other parts of London where there is a need that we are struggling to meet through our own services.

Shaun Bailey AM: Could there be a point where there is a publicly-run set of autonomous vehicles or would we leave that all to the private sector?

Alex Williams (Managing Director of City Planning, Transport for London): We do not go into that level of detail about delivery models and who will actually deliver that. What we talk about is key principles to make sure that if someone seeks to introduce this, we want to make sure it supports mode shift, complements public transport services, is open to all and accessible to all, does not have an effect on air quality and uses the space efficiently. That is what is in the policy and so it is about principles about applying it, rather than just saying, "We are going to go into the market on autonomous vehicles", because we are nowhere near that at the moment.

Shaun Bailey AM: I get that you cannot give me great detail on what these principles would be because there are things happening in the future with technology and we do not know what is going to happen and there are business models coming along. What about the direction of travel? Are there some

principles there that we could start to look at now? This technology is here. You can buy a car today that is pretty good at driving itself to and fro even if you are sitting behind the wheel, so we want just a little bit more detail on what we are looking at because of course there is another side to this argument where it could all be quite beneficial. If we move away from cars slightly and start talking about apps, we talked about accessibility in our last session. People were talking about the frustration they have when they are wheelchair-bound and find out very late that a lift has broken down and have to go all the way back home or something like that. What work has been done on developing much greater connection with people who use the transport system so that we can avoid the congestion or use free services or cheaper services?

Alex Williams (Managing Director of City Planning, Transport for London): There is no greater detailed work on that level of detail you just referred to, but there is a fairly detailed policy in the Transport Strategy. As I say, Policy 21 gives you the key principles, which is that next step of a more detailed evaluation of proposals. We are not there yet. We have a new Director of Innovation who is working with the industries to try to look at those proposals as they emerge. They can be pretty rapid.

One of the issues about e-bikes and things like that, as Will [Dr Will Norman] knows better than I do, is that they are pretty rapid when they come to the market. Often there is not a regulatory regime that is fit for purpose to deal with them when they do come here and so, whilst we have the principles here, actually applying it is often more difficult than you realise.

Shaun Bailey AM: Again, just to slightly shift and talk about safety, as a city, we will be a big player. We are a world city. If we could be asking for certain technologies to be developed, we could help greatly with safety. If cars are connected and we have a universal system, a car can detect a collision before it happens and can avoid cyclists. A problem we have is that because of this lack of detail, we are now at the mercy of the commercial markets and they could develop 15 different systems, but we could be part of that conversation by asking for something. That is why I am asking for a little bit more detail and a little bit more direction of travel because we would then ask for what we want rather than have to receive what we are given.

Alex Williams (Managing Director of City Planning, Transport for London): Yes. In the principles there is reference to safety and the potential benefits there. It was quite interesting. I went in an autonomous vehicle recently on a London road network and I was struck by how safe it felt and it was driving in a much more cautious and maybe more responsible way than some other people at some other times I have been driven in London. Yes, we do refer to it in the principles. I accept it is an area where we probably need to do more work. It is not a level of detail that is in the Transport Strategy at the moment.

Dr Will Norman (Mayor's Walking and Cycling Commissioner): Sorry, just to come in on that, Alex, there is a group on Smart Futures, which is looking at future innovations with technology with the Director of Innovation and our colleague, Vernon Everitt, who is the Managing Director [of Customers, Communication and Technology], and his portfolio includes technology. As well as the guiding principles that are in the document, there is a working group that is continuing to look at new technologies that might be coming to London and how we deal with those, how we engage with the market and how we engage with companies on that front.

Shaun Bailey AM: My last point, Chairman, is whether we could elevate that work because that will dictate how we live as Londoners. If you talk about road pricing, for instance, from a technological point

of view, one of the things that has become apparent to me is that we will have to have something that tracks our every movement and then of course you have privacy issues. If you are going to ask Londoners to get involved in anything like that, they will need a steer a long way off before we get involved in anything like that.

Alex Williams (Managing Director of City Planning, Transport for London): Very much so and we do refer in here to the need to shift potentially to distance-based charging and that would be looking at some sort of system to track vehicles, but I fully understand what you are saying. That is a big step on from where we are now and people may resist that or not be happy about that tracking potential.

One of the things we are looking to do with it is to look at some trials potentially in this to see if the technology can work in a London setting and how we address some of those concerns that people may have about the civil liberties issue about being tracked. It is interesting that in other countries like Singapore they have distance-based charging and it is not an issue, but I fully understand that some people will be concerned about that, which is why in this document we refer to how, if we go down a distance-based route, we need to trial it and understand that technology well before we implement it.

Shaun Bailey AM: My final comment, Chairman, is this. Trials often get early adopters who are happy to give up their details, etc. I am not sure the rest of us would be. It comes back to my major problem with this Transport Strategy. It is a good Strategy, on balance. It is leaning in the right direction, but it has no notion of a roadmap and at this point it feels like a great big long wish list.

What would really help me and most Londoners is some notion of a roadmap, some notion of timing and some notion of the order of these things happening. I get that there is a lot in it that is dependent on other things but, right here, right now, this is a lovely fairy-tale and we need more roadmap to give us an idea of how realistic it is. Thank you, Chairman.

Dr Will Norman (Mayor's Walking and Cycling Commissioner): If you just refer back to some of the comments that were made earlier about this being a long-term 25-year Strategy, and then accompanying that there is the business plan, which lays things out and over that first five years' worth of funding piece that provides a much more detailed approach of how we are getting there as well as the other documents that will be coming along that provide more detail in terms of individual specific areas, for example, a cycling delivery plan and some of the bus documents that people have been referred to. It is really important to understand that this document is the long-term 25-year Strategy which you are referring to, and I can understand that not all that planning and that road mapping is not necessarily in this document, but that is by design. At the moment, there are the accompanying documents such as the business plan and the other delivery plans that flesh that out in terms of the different modes of transport we have been talking about.

Alex Williams (Managing Director of City Planning, Transport for London): One key area where it is essential that we have a delivery plan is on freight because, as Val [Shawcross CBE, Deputy Mayor for Transport] mentioned earlier, we need to raise our game in that area and she is exactly right.

Shaun Bailey AM: I accept your principle but, remember, I can only deal with the information I have at my fingertips and this is what we have now. When I speak to particularly the young people I work with, the questions were, "When and how? When and how? When and how?" I just put that out there to you.

You are aware of that, but I just want it on record that many Londoners are concerned that this is actually going to happen.

Keith Prince AM (Chairman): Thank you very much.

Dr Onkar Sahota AM: I want to talk about Healthy Streets and walking. How is TfL going to determine whether a street has become a Healthy Street? What are your criteria and indicators for that?

Dr Will Norman (Mayor's Walking and Cycling Commissioner): Thanks, that is a very good question. As you know, we are embedding the Healthy Streets approach both at a street level in terms of how we make the street more enhanced and better, safer and more appealing for people to walk and to cycle and to spend time in that space through a public realm, but also with a transport network piece, providing the public transport and integrating those journeys into that network as well as the strategic piece and longer-term developments. In the document you will see that we are assessing all of those against the 10 Healthy Streets indicators. There are two core ones to that, which are making sure that pedestrians from all walks of life are using that space as well as people choosing to walk, cycle and use public transport more, as well as the eight supplemental supporting indicators.

There are those indicators, but in terms of measuring the impact on this, there are two approaches that we have at the moment. One is what we are calling - at the moment it is a draft, but we are rolling it out and trying it on all the different schemes - our Healthy Streets check, and it is a desk-based technical assessment of plans and schemes that are going forward. It has about 50 different indicators and they are indicators measuring indicators, if you see what I mean. There are 50 sub-indicators, which begin to look at each one of those schemes.

I can give you an example of one of those if it would be helpful. One of the real challenges for cycling is left hooks where you have traffic going around on junctions. Now, there is a critical fail perspective of that, there is a basic level, a good level, a highest level and guidance on what makes sense in terms of producing within that. At the moment, that is draft. We are trialling. We are looking at that through all the schemes that we have at the moment.

In addition to that slightly technical desk-based approach, we also have much more of an on-the-street survey, which is a questionnaire asking Londoners what their perceptions of this is because, as you know, perceptions of this are important. It is all well and good that things look good on a plan, but unless people feel safe or they feel that they want to walk in that space or feel they want to actually spend some time in the space, it does not necessarily correspond. While there are pros and cons of the two methodologies, there is an on-the-street survey. So far, we have done about 8,000 surveys of different Londoners on those in 80 different locations across the city. There are issues around resourcing and we cannot do this in every space, but I am very keen that we have both that speaking to people on the ground as well as that technical review piece to look at whether we are delivering the Healthy Streets as they are.

Then there are the outcomes that we have to measure. It is not just good enough that the streets technically measure up to these standards and these indicators that we have and people feel that way, but actually are we getting more people walking? Are we getting more people cycling? Are we getting more people to use public transport? Are we achieving that mode shift? At the same time, there is an outcome indicator suite that we are developing.

Dr Onkar Sahota AM: Great. You talked about how you wanted to see modal shifting. At the moment, 21% of the journeys are made by walking. This is whole journeys by walking. Is there a target that you want achieve, say, in the next five years?

Dr Will Norman (Mayor's Walking and Cycling Commissioner): At the moment, as Val [Shawcross CBE, Deputy Mayor for Transport] said, we have the ambition for that over the whole period of the Strategy to get to 80% by 2041.

Dr Onkar Sahota AM: By 2041, we want 80% of people walking?

Dr Will Norman (Mayor's Walking and Cycling Commissioner): Walking. The mode shift would be 80% of people walking, cycling and using public transport in terms of journeys. At the moment, there are about 6.5 million journeys walked every day within London but, disappointingly - and I cannot quite remember the figure on this - around 50% of people of London do not walk over 200 metres a day. We do have an ambition on that to increase walking specifically. We would like to see all Londoners walking for 20 minutes, maybe in batches of two lots of 10 minutes, on a daily basis. What I have the team doing at the moment is looking at, if this is our ambition in 2040 and this is where we are now, what does that graph look like and then what are those milestone peak points there? We do not have those specific figures in terms of targets yet, but it is important that we have milestones along that route; otherwise, we will not know whether we are on track or not.

Just on walking - and I am really glad you have raised it - although there are 6.5 million journeys on a daily basis, it is still something that is undervalued and it is not talked about. The number of times I introduce myself as the Walking and Cycling Commissioner and there is a bit of a scoff or a snigger around the walking point and they are saying, "What are you going to do to get everybody to walk? It is just a matter of putting one foot in front of the other". I do not agree. It is a really critical thing that we do need to up the value on that in terms of how we help come up with specific plans for central London being a first piece. Val [Shawcross CBE, Deputy Mayor for Transport] and Mike [Brown MVO, Commissioner, Transport for London] both talked about the Oxford Street work, but we also have ambitions to improve Parliament Square for pedestrians and other areas.

It is not just central London and this is really important. I mentioned to the Committee before that we have a funding stream called Liveable Neighbourhoods, which is almost a Healthy Streets max type of funding programme to increase walking, cycling and public transport around town centres and around transport hubs, which would be particularly appropriate for outer London. There is some work that needs doing.

As well as the infrastructure, one of the key things around Healthy Streets is that we are not talking about single modes; we are not just talking about the cycle routes. We are looking at that and how we enhance that for people to walk and to spend time, but also how do we celebrate it and how do we promote it? We live in the most amazing city to explore by foot. Whatever you are interested in, you can explore by foot, whether it is heritage, whether it is record stores, bookstores, clothes shops, parks or rivers. We live in possibly the most walkable city in the world. There is a need to celebrate and promote that, using technology, using media and using our own influence to do that and drive it as, "Walking is part of this".

When we come out of a Tube station, rather than just getting a cab or jumping on to another form of transport or getting in a car, how do we make that the first approach coming out of the place?

As well as having the measurement of how we do it, what we are working on at the moment is that delivery plan to hit those numbers and measure those numbers over time, rather than just thinking, "In 2041? That is a long way off". It is certainly outside, hopefully, not my lifetime, as someone mentioned earlier, but certainly political lifetimes and we need those measurements as we go along.

Dr Onkar Sahota AM: Of course, when you plan this test - let us come back to Healthy Streets again - you will be applying this criteria and these indicators. Will you be publishing a plan for London saying, "Londoners, this is what is happening", and then targeting that?

Dr Will Norman (Mayor's Walking and Cycling Commissioner): Yes. In terms of showing what is going along, yes, definitely. I am sorry, I am going to play the 'new boy' card here, Chairman, but I am still relatively new in my job. It has been very interesting looking at before-and-after pictures of some of this. I do not want to just see pictures. If you look at a junction now, it still looks like a junction, but if you actually look at what things were like before and how people are using it.

I will give you a very concrete example at Archway, for example, where you had a huge gyratory system, where we now have the change going in there. On Good Friday, communities were using that as a church. On what had been lanes of traffic, there was a community using that as a church service on Good Friday. We need to be capturing that, telling the story and reporting back to Londoners how this is changing things to continue to make the case for this and also to demonstrate the value of the investment that we are putting into this.

Alex Williams (Managing Director of City Planning, Transport for London): Can I just add to that? The formal process for monitoring the Transport Strategy is that there will be an annual report called Travel in London and that will be tracking all of the indicators and aims and objectives and outcomes in the Transport Strategy. Healthy Streets is a dominant part of the whole document, but all proposals - step-free access, the shift to zero carbon, improving the air quality, all of the indicators - in the Transport Strategy will be in the annual Travel in London report.

The other thing, which goes back to the point that Mike Brown [Commissioner, Transport for London] made was that we want this embedded in our scorecard and in our business plan so that it is not just, "Wait for 2041 and see what happens". We will be tracking this year-on-year to make sure the investment decisions are made to support it but also, if we are off-target, what are we going to do about it?

Dr Onkar Sahota AM: Thank you for that additional information. I will just come back to Oxford Street. Is it going to be fully pedestrianised?

Dr Will Norman (Mayor's Walking and Cycling Commissioner): As you know, we are working with Westminster City Council to transform Oxford Street and transform it into a world-class public space. Last week I was with the businesses in the area just talking about how people are investing huge amounts in those stores. The public realm and the space around it does not reflect that world-class shopping, retail, place to be and things. It is particularly important. We carried out the first consultation on that, which closed on 18 June [2017], was it?

Alex Williams (Managing Director of City Planning, Transport for London): Yes.

Dr Will Norman (Mayor's Walking and Cycling Commissioner): We are currently working through the results of that consultation, which showed good levels of support for some of that, but we are looking through that. We will be providing feedback in the autumn.

Incidentally, Chairman, we would still welcome the Committee's feedback on that consultation. I know it is formally closed from a public perspective, but I would very much welcome the Committee's input on that.

We will be reviewing it over the summer. There will be feedback in the autumn and then in November [2017] we will be putting the next stage of plans out to the public to consult on. It is taking on board the feedback and going towards those final design plans where we will be coming up with the exact details on that.

Dr Onkar Sahota AM: The aspiration is for it to be fully pedestrianised?

Dr Will Norman (Mayor's Walking and Cycling Commissioner): The aspiration is to transform that so that it is really improved for pedestrians in that space, yes.

Alex Williams (Managing Director of City Planning, Transport for London): The other thing with that is that it is a big step to do that in one go. We are looking at phasing. We are focusing at the moment on Oxford Street West between Oxford Circus and Selfridges and that is where we are aiming to deliver some improvements ahead of the Elizabeth line opening next December [2018]. We are also doing work on Oxford Street East as well between Oxford Circus and Tottenham Court Road and Oxford Street West-West, as it were over to Marble Arch. We are looking to do some significant changes ahead of Crossrail and the Elizabeth line coming in, but it is a phased delivery of a transformed straight pedestrianised street.

Dr Will Norman (Mayor's Walking and Cycling Commissioner): Can I add one thing, just for clarity, which is really important on the Oxford Street piece. It is not just the street we are looking at. The street is the focus but it has ramifications for the whole area and that whole district and what we do not want is to close down a street and cause problems. What we are looking at is a transformation of that whole area to enhance the area-wide piece for everybody who lives in that area, not just thinking about a single street.

Dr Onkar Sahota AM: Thank you very much. Thank you, Chairman.

Caroline Pidgeon MBE AM (Deputy Chair): I wanted to clarify in terms of walking and coming on to cycling. Will you have separate targets for inner central and outer London? They are very different beasts.

Dr Will Norman (Mayor's Walking and Cycling Commissioner): Yes. We are looking at that at the moment and one of the things that does come out of the Transport Strategy is that it really is taking that area-wide approach. Central London, I can see where you have that public transport, foot first, bike area is really essential. Inner London has different characteristics, we have seen that, and then certainly with outer London again. That area-by-area approach is really important both in terms of the targets and also

in terms of how the funding works and what that actually means, whether that is redistribution of public transport routes, as we talked about earlier, or in terms of those targets. We are still working on the exact targets over the whole period of things. I would want that to reflect the different areas in terms of aspirations and maybe proportions of change because we can measure that at that local level. How that comes about in terms of the final targets we need to work through in terms of what is technically feasible and what we can report on a regular basis.

Caroline Pidgeon MBE AM (Deputy Chair): Lovely.

Alex Williams (Managing Director of City Planning, Transport for London): Page 277 of the document has that.

Caroline Pidgeon MBE AM (Deputy Chair): I did see it mentioned somewhere in here. I could not find it.

Alex Williams (Managing Director of City Planning, Transport for London): Yes, page 277 has the end state, but one of the interesting things there is this 80% mode share. In central London they are well over that already. The real challenge, as many of you will know, is in outer London. That is why a lot of your questioning earlier on the bus network and Healthy Streets delivery as well is where a lot of this work is going to be most important.

Caroline Pidgeon MBE AM (Deputy Chair): How are you going to hold directors at TfL accountable for your target of all Londoners walking or cycling 20 minutes a day?

Dr Will Norman (Mayor's Walking and Cycling Commissioner): How that works with the Board and how that works with the scoreboard that Mike [Brown MVO] was talking about earlier, those things are being discussed by the Board at the moment and certainly I know there is the Remuneration Committee.

Alex Williams (Managing Director of City Planning, Transport for London): Yes. The other thing I would emphasise is that this is a Transport Strategy that needs to be delivered. We have a fundamental role in delivering it, but it is much broader than that. It is the boroughs and it is working with transport operators and the public health agencies as well to encourage more active travel. That one is a very interesting target, but it feels as though it is a lot broader than just TfL directors' pay that will achieve that. It is much broader.

Dr Will Norman (Mayor's Walking and Cycling Commissioner): Sorry, Alex, as a TfL director.

Alex Williams (Managing Director of City Planning, Transport for London): Yes, it is a good example of where we need to work with agencies across the board to deliver something. Personally, I think that is an exciting new agenda for a more mature transport authority, really, it is recognising the links to our work to the public health agenda, which we know is really important.

Keith Prince AM (Chairman): Thank you. That was very helpful.

Joanne McCartney AM: I am going to ask about cycling. The Transport Strategy says that the Mayor's aim is for 70% of Londoners to live within 400 metres of a high-quality, safe cycle route by 2041. What is your definition of a high-quality safe cycle route?

Dr Will Norman (Mayor's Walking and Cycling Commissioner): The way that we are defining a high-quality safe cycling route is by using the London Cycling Design Standards. As you know, there is a toolkit of different design guidance documents for streets, which includes the cycling design standards but also the streetscape guidance, sustainable drainage side of things, accessible bus and the kerbside loading side of things. I think the quality comes from the design guidance and, as you know, that is something that is updated. It was quite significantly updated in 2014. There were minor updates in 2016, and I think that that will be a live document and continue to reflect innovations in cycle infrastructure, but that needs to be the core of what we are designing as a quality route.

The cycle design guidance is not separate from the Healthy Streets checks that I was talking about. The cycle design guidance is part of those Healthy Street indicators on how we assess schemes going forward. In terms of the quality, we have to return to that guidance to assess the quality.

Joanne McCartney AM: Yes, the design guidance. What part does segregation play in that?

Dr Will Norman (Mayor's Walking and Cycling Commissioner): Segregation is critical in terms of providing safe and direct routes for cyclists. I do not think that every route needs to be segregated. As you know, we published the Strategic Cycling Analysis last month. That maps out where the demand is, where we are looking to. It is the tool for us to help shape those routes of the future.

At the moment we are looking at the feasibility of 25 of those routes. Now, I am infrastructure agnostic on these routes. We need to look at what is best for those particular routes in the context in which we are, whether they are cycle superhighways as we know them at the moment, which are the segregated routes that we can see running along the embankment and across Blackfriars, or whether they are the Quietways. We have 100 kilometres of Quietways coming on. We are seeing huge increases in cyclists on both types of infrastructure, so we need to look at the route and look at what is best for the route and what type of cyclists are going to be using it.

Joanne McCartney AM: OK, I am going to come back to that in a minute but, according to your definition, which is according to the design standards, do you know how many Londoners already live within 400 metres, which is your definition of a quality safe--

Dr Will Norman (Mayor's Walking and Cycling Commissioner): I do not off the top of my head. I can get back to you with that.

Joanne McCartney AM: Is that a benchmarking exercise you have done at all or not?

Alex Williams (Director of City Planning, Transport for London): We certainly have for the bus network. I cannot remember the statistics but I have seen maps of that. I am fairly sure I have seen maps of the cycling one as well but I do not have the population.

Dr Will Norman (Mayor's Walking and Cycling Commissioner): I do not have the specific figure. I can get it for you though.

Joanne McCartney AM: That would be useful, yes. Do you think your target is realistic of 70% within 400 metres?

Dr Will Norman (Mayor's Walking and Cycling Commissioner): The way that the strategic analysis is laid out, that would deliver that target over that period.

Joanne McCartney AM: That is what you need to deliver the target?

Dr Will Norman (Mayor's Walking and Cycling Commissioner): Yes. I think it is realistic. We are committed to sustaining the record levels of investment in cycling that we have at the moment over this business plan, as we see the cycling numbers increase, and we know that the population data of London is going to increase - cycling, walking is not going away as an agenda item and I would envisage that level - the way that we are planning is for that level of investment to continue, so that we can continue to roll out the cycle routes that allow that to happen.

Joanne McCartney AM: What do you need to make that happen? You obviously have yourself and funding but what else outside TfL do you need to have?

Dr Will Norman (Mayor's Walking and Cycling Commissioner): We need to work with the boroughs. We need to be working with residents and communities. We need to be bringing people along with them. We need to be working with local businesses. It is a radical change in the way that London operates in terms of transport, so there is a responsibility on us to bring people along with us. We need to be working together. There are an awful lot of people who are part of that but there are other people who are not so keen on that agenda, and that is where we need to be making the case. We need to be presenting the evidence. We need to be showing the successes that we are getting and engaging with people.

I go back to the point around the Healthy Streets agenda, which is not just about cycling. It is about when we put in those routes it is enhancing those areas for people who live in the area in terms of pedestrian facilities, in terms of crossing facilities, in terms of that urban realm and making it pleasant for a wider number of people in it. Rather than taking an idea of people moving through an area as a cycle route, we are talking about: how do we enhance that area for everybody who lives there, including cycling, including people walking around, including people, quite frankly, sitting in the street talking and meeting their friends? I read a really interesting report on the importance of benches, how you arrange benches in public spaces to turn them into social areas where people will want to spend more time.

There is a fundamental shift from taking it from one single mode of transport and thinking of it along those lines to thinking, "Right, we have this cycling infrastructure that we want to do but it is not just about cycling. It is about making it more pleasant for everybody who lives in those areas", which is an important shift in terms of how we bring people along with us, how we engage the boroughs and how we engage communities who live in those areas.

Joanne McCartney AM: OK. That was my second question as to how your approach is differing to what has gone before. Of course, to get a lot of these schemes through what you want to do, you are going to have to show leadership.

Dr Will Norman (Mayor's Walking and Cycling Commissioner): Completely.

Joanne McCartney AM: That is often going to be showing leadership on some things that local people do not want but, hopefully, you have evidence there that it will be fine at the end of the day and it will deliver your stated outcomes.

Dr Will Norman (Mayor's Walking and Cycling Commissioner): No one is saying this is easy and no one is saying that there will not be a conflict. I wish I could bring up some wonderful bit of evidence that answers everybody's questions and everybody's concerns. It will be about bringing people along with us, bringing more people along with us, having an alliance, standing up for what we believe is right. This Mayor's Transport Strategy is ambitious. We have set down these goals. It is very clear that this is the direction of travel and we will be pushing and making sure that we are delivering to this. There will be arguments involved in this. There will be disagreements. We need to stand our ground. We need to show that leadership, as you said, but we also need to do this in a way that brings people together and work together going forward.

Joanne McCartney AM: Good. Thank you. In Enfield, as you know, the mini-Holland scheme, there is some vocal opposition.

Dr Will Norman (Mayor's Walking and Cycling Commissioner): Yes.

Joanne McCartney AM: Where it is now in place and part of the scheme has been finished there has been some favourable results as a result of that, but it has taken a long time to deliver and the constant roadworks are causing concern, perhaps if it could be speeded up.

Dr Will Norman (Mayor's Walking and Cycling Commissioner): Yes, I could not agree more. I am well aware of the issues in Enfield. I know there have been an awful lot of issues.

Joanne McCartney AM: You have been there recently.

Dr Will Norman (Mayor's Walking and Cycling Commissioner): I have been up there a couple of times now, and I am now meeting people from there tomorrow as well.

Joanne McCartney AM: Yes.

Dr Will Norman (Mayor's Walking and Cycling Commissioner): One of the really interesting pieces in Enfield is there has been a lot of opposition from local businesses, and a lot of understandable concerns around that affecting small businesses. What is also interesting at the same time is, now some of those roadworks have finished, we are finding other businesses talking of the improvements that that has brought to their trade.

Joanne McCartney AM: The flowerbeds in particular are very nicely planted. Long may they stay like that.

Dr Will Norman (Mayor's Walking and Cycling Commissioner): I am not quite sure what has actually driven those benefits but the whole raft of measures there is really impressive. To your point around the speed, how things get delivered, this is a learning process and as we keep on going through this we are improving things. For example, the work that is happening in Westminster Bridge, we learnt from some of the challenges that came up in delivering some of the cycle superhighways in the past, in terms of engaging people in the area, co-ordinating roadworks, how we manage contracts with contractors. There is an ongoing learning within all of this, and I am very keen that there is that internal review of our processes going forward but, also, that there is an understanding that once something is in, that is not it until 2041.

As we put in new infrastructure, as we put in new types of infrastructure, and we talked about the bus stop bypasses which was an innovative piece, it is particularly important that those zebra crossings do go in where they are appropriate to enhance and alleviate some of the concerns that Assembly Member Shah was talking about. We do need to make sure that as things go in we listen to feedback, we go in and we have those tweaks. We change those so that it works for people in the long term, and that we demonstrate that that is happening. It isn't, "It is in. We are done. Move on to the next thing".

Joanne McCartney AM: Good. That showing in evidence is going to be really important. Can I move on to pedestrian cycling bridges? The strategy says that the Mayor will promote these, although there is no specific proposal put forward but it does refer to three potential cycling/walking bridges: Rotherhithe, Battersea, Nine Elms and Lombard Wharf. Are you prioritising any of those?

Alex Williams (Director of City Planning, Transport for London): We are prioritising Rotherhithe. We are prioritising the crossings in East London because, as we know, the density of crossings is lower there, so we are working actively on the Rotherhithe crossing and we have work on the reference design underway and we will start a formal procurement process very soon, probably after the summer, and there will be an update to the [TfL] Board. There was an update to the Board in June and there will be another one in October, very clearly learning the lessons from the Garden Bridge, so the Board will be involved in this well before we go out to procurement to a very open, competitive procurement process.

The other two that you mentioned in West London where the density of crossings is much greater, we are providing technical support to the local authorities that are doing that but they are very much led by the London Borough of Wandsworth. They have led the one at Nine Elms and they are also working with a private sector provider on the one at Cremorne Wharf which was known as the Diamond Jubilee Bridge. We are providing support, for example they asked for information with us on sponsorship, so we are providing that support to them to see if that will help.

Joanne McCartney AM: But not funding?

Alex Williams (Director of City Planning, Transport for London): Not funding but it is technical support. Whereas, the Rotherhithe is a different issue, we are well up for funding, yes.

Joanne McCartney AM: In the east it is a different matter because those are shorter, yes.

Alex Williams (Director of City Planning, Transport for London): Yes.

Joanne McCartney AM: I know we touched a little bit earlier on on e-bikes and talked about technology. There were pilots. How did they go and is there a plan to add them to the cycle hire scheme?

Dr Will Norman (Mayor's Walking and Cycling Commissioner): There is a huge potential on e-bikes and I think it is very, very exciting. I have been looking at this in quite a lot of detail recently and people cycle further, up to 100% further, on e-bikes. It takes out the issue of hills. We have seen a reduction in car use, so car owners who own e-bikes use their car 49% less than they did before. There is a huge appeal to older people, to people moving goods around. We have seen people using them as mobility aids. I was in London Bridge Station a couple of weeks ago and I met a gentleman who is in his 80s who was on his fourth e-bike. He got around London. He did 37 miles a day he reckoned on this e-bike, and he considered it as a mobility aid. He said it had changed his life in terms of the ability to get around the city.

I saw somebody else pushing kids around on them and I think there is obvious potential around cargo. Val [Shawcross CBE, Deputy Mayor for Transport] alluded to one of the private sector companies using them for cargo bikes. In Deptford, there is a trial going on for final mile cargo e-bike type piece of work at the moment.

In Germany at the moment they are selling about 500,000 of these a year. In the UK we have 30,000 to 40,000 of these a year, so what I am looking at is how can we promote these and how can we get more people to trial them? Once you have tried them - and I do not know how many people have tried them in this room - I would recommend having a go. I was with the leadership of the City of London [Corporation] a couple of weeks ago as we launched something, and one of the councillors of the Alderman City of London had not been on a bike for a long period of time, tried out the e-bike and told me afterwards, "I am going to get one of these and it is going to be my way of getting around now". Once you try them it opens up this huge potential.

It is a huge challenge in terms of embedding this, in terms of the cycle hire scheme due to cost and value of money associated with this. What I am interested in is working with industry to see what role can we play in terms of enhancing those trials, rolling them out to different groups of people and letting people have a go on them and bringing that out. I am working on something with the team at the moment, in terms of what role we can play in terms of promoting e-bikes, trying to unleash some of that potential in London.

In terms of the hire bike scheme, particularly with the Santander hire bike scheme, the cost of that is not good value for money at the moment and I am not prepared to invest the money in that. I think there are other ways that we can look at working in partnership around the city that can bring those benefits to a much greater range of people throughout the city. We can target people quite nicely with that approach, whether that is a piece on targeting mums or older people. I was speaking to people who work within the NHS who shifted to doing community outreach and using e-bikes to do that. There are huge benefits to them in terms of their own personal health but also the ability for them to do their job, so we can then target those trials working in partnership with others to deliver that.

Joanne McCartney AM: OK. Thank you.

Tom Copley AM: I wanted to ask quickly about dockless bike hire schemes.

Dr Will Norman (Mayor's Walking and Cycling Commissioner): I wondered whether this would come up. We did mention that.

Tom Copley AM: You were quoted, Will, in the article I read about the oBike which is being put into Tower Hamlets. I am quite fascinated by this and also about what is TfL's view on this. They seem to me to be quite disruptive in terms of the cycle hire scheme. Do they render the cycle hire scheme redundant?

Dr Will Norman (Mayor's Walking and Cycling Commissioner): As you know, and we mentioned this when we talked before, there are a number of different operators wanting to bring dockless bike hire to London. I cannot say this more strongly: we need the dockless bike hire companies to work with us and with the boroughs. oBike showed up in London without consulting anybody, so we have been looking at the legal powers that we have available to stop it.

Tom Copley AM: Do they just chain bikes up. Do they not need planning permission?

Dr Will Norman (Mayor's Walking and Cycling Commissioner): No, they do not chain bikes up. The point of the dockless is that they are dockless and they have a lock on the wheel and you can place them anywhere.

Tom Copley AM: They just leave them around, yes. You access them with your smart phone, is that right?

Dr Will Norman (Mayor's Walking and Cycling Commissioner): You access them with an app. The app shows you where they are. They are Global Positioning System (GPS) rated. Manchester has been rolling out a trial using another term called Mobike that is having some mixed results. This morning I chaired a meeting. All the boroughs were invited, the Metropolitan Police Service (MPS), the Royal Parks and a number of other stakeholders. We had the lead from Manchester coming down to look at that. We are working on what a pan-London approach might be to this. We have the powers to remove them if they are causing any dangers or any obstructions. Up until now we have not had any complaints that I am aware of and I have asked the Customer Service Team at TfL to continue to monitor it.

I want to reiterate that people need to work with the highway authorities if they want to bring this to London. People cannot and we will not tolerate people bringing schemes to London without any engagement. Some of the companies are engaging with boroughs. Some of the boroughs are in the process of working through rollouts and pilots and phasing this out because, as you know, expanding the Santander scheme across all of London is too expensive in terms of capital investment. This has the potential to bring bike hire and access to a much greater group of London, and that innovation is a positive thing but it has to be done in a way that works for all road users. Imagine if you are partially sighted or if you are pushing a pushchair or if you have a mobility aid or even just a driver or a bus driver and these bikes are falling over the place. We need to be working with them. We have the powers to enforce this but it has to be a co-operation that works for all Londoners, so I want to make it very, very clear that they need to consult with us. We are in the process of working with all the boroughs.

Obviously, we are not the only highway authority in this but we are looking to provide that strategic leadership so this works in London.

Tom Copley AM: That is good. I have to say one of my criticisms of the cycle hire scheme is it is far too expensive. The previous Mayor went for a scheme that has far too many bells and whistles on it compared to some systems in other cities. I can see the appeal of having dockless [bikes] and I can see why some boroughs, particularly in outer London, it would appeal to them but, yes, I completely take on board your point about: this needs to be planned in some way or another.

Dr Will Norman (Mayor's Walking and Cycling Commissioner): Can I come back just on the Santander piece? The Santander [scheme] is getting record numbers of people out using bikes. It is a fantastic scheme. It is working across London and where it is there it is absolutely fantastic. We just expanded to Brixton and I was down there with some of the local authorities and local community members down there. They are absolutely thrilled to have that come out, so where Santander is there it works. It offers such a premium service. It is an excellent thing for Londoners but I think what is interesting is the potential for these other things to expand in other areas.

Tom Copley AM: Have you had any contact with oBike at all?

Dr Will Norman (Mayor's Walking and Cycling Commissioner): Yes. I met them and we had an exchange of views.

Tom Copley AM: OK. Thank you.

Caroline Russell AM: Just picking up on the Healthy Streets check and how well embedded that is in TfL's design teams, because there are still schemes coming forward that do not fit with the idea of making cycling available for children cycling to school; the idea of people from 8 to 80 feeling confident to get on their bike. There is an example at Fiveways in Croydon where cyclists are expected to merge with three lanes of traffic if they are going straight ahead. Also, we are still seeing schemes come forward with staggered crossings rather than straight across crossings. Everyone knows that, for a pedestrian, going straight across rather than being held up in the middle in a kind of sheep pen or what used to be a sheep pen in the middle, is not the greatest walking infrastructure. Is there a tension in TfL at the moment or do you think that Healthy Streets is becoming more embedded?

Dr Will Norman (Mayor's Walking and Cycling Commissioner): Is becoming more embedded. As with all these things it takes time for them to get fully embedded within everybody's process and also, let us be honest, there is a lag time in terms of how some schemes have been developed and are going out. A couple of the schemes you mentioned are going out for consultation or may be out for consultation at the moment, so I certainly encourage members of the public to feedback on that. The point of the consultation is to make sure that it is the best for everybody.

We are embedding the Healthy Streets check through all schemes. It is getting there. I would not say it is fully embedded yet. Would that be fair, Alex?

Alex Williams (Director of City Planning, Transport for London): It is a fair point.

Dr Will Norman (Mayor's Walking and Cycling Commissioner): It is a radical new approach and it takes time for that to filter through. The thing there is absolutely no doubt on is how the leadership of TfL, how the GLA are promoting this and everybody is aware of what a political priority this is and how important it is for the future of London. It is about feeding that through the system and embedding it in all the different processes and that takes a bit of time.

Caroline Russell AM: But you will be listening.

Alex Williams (Director of City Planning, Transport for London): It is a challenge for us but it is also a challenge for the boroughs as well. That is what we are looking at through the Liveable Neighbourhoods programme, which is the old Major Schemes Programme but it is repositioning it much more about delivering the Healthy Streets objectives.

Caroline Russell AM: For the boroughs, that is another risk in terms of actually delivering Healthy Streets that work for people who walk and cycle.

Alex Williams (Director of City Planning, Transport for London): Yes.

Caroline Russell AM: Do you have particular support for boroughs to help their design teams?

Alex Williams (Director of City Planning, Transport for London): Yes.

Caroline Russell AM: What does that look like?

Alex Williams (Director of City Planning, Transport for London): In the new structure of surface transport there is a new sponsorship team which is managing the entire Healthy Streets portfolio and, as I say, we are repositioning the old major schemes scheme as a Liveable Neighbourhoods scheme, and that is about providing a lot of advice to the boroughs about how they deliver Healthy Streets in their localities and in their town centres often. We have an internal design team but we are also drawing on external support where the boroughs would like that as well. There is plenty of enthusiasm for the new agenda but you are right to highlight there is an issue about embedding it and making it real in every scheme we deliver. The ones you highlighted have been on the books for several years and, to be fair, there is probably still more work we need to do on that. The Healthy Streets agenda is only months old, in terms of embedding within TfL, so there is still more work to do.

Caroline Russell AM: OK. As long as you are aware of that, that is encouraging.

Alex Williams (Director of City Planning, Transport for London): Yes.

Dr Will Norman (Mayor's Walking and Cycling Commissioner): Yes, very much so.

Caroline Russell AM: Thank you.

Keith Prince AM (Chairman): All right. Thank you. Thank you very much. I would like to thank our two guests. Well done.