

# MAYOR OF LONDON

**Navin Shah AM**

Chair of the London Assembly  
Transport Committee  
City Hall  
The Queen's Walk  
London SE1 2AA

**Our ref:** MGLA140220-2778

**Date:** 17 MAR 2020

Dear Navin,

Thank you for your letter of 13 February sharing the London Assembly Transport Committee's report 'Transport Now and in the Future'. I understand you have written to the Commissioner with a copy of your recommendations; please consider this a response from us both.

My Transport Strategy sets out my vision for the future of London's transport: a fairer, greener, healthier and more prosperous London. I was glad to see that many of your recommendations aligned with my priorities and highlighted areas where work is already underway. I am already working to deliver the affordable, reliable and safe service Londoners deserve and to unlock the power of transport to improve people's lives.

As you requested, please find below a response to each of the recommendations in the Committee's report.

**Recommendation 1**

It is my ambition that all new cars and vans registered in London will be zero emission by 2030, as part of my efforts to secure a zero emission transport network.

London is leading the way in plans to switch essential road trips to zero emission vehicles. The Ultra Low Emission Zone (ULEZ) was launched in 2019 alongside the tightening of the Ultra Low Emission Discount standard, both of which aim to drive down emissions. Londoners who most need help can now access scrappage schemes to enable their compliance with the ULEZ.

Taxis and PHVs must meet strict zero emission capable (ZEC) licensing requirements. From 2018, Transport for London (TfL) stopped new diesel taxis from being licensed in London and all new taxis need to be ZEC (there are currently over 3,320 such vehicles in the fleet). Following a consultation in 2019, the 15-year age limit for older, polluting taxis will be reduced by a year, every year until it reaches 12 years in 2022, to help accelerate the uptake of cleaner vehicles. When combined with a £42 million fund to support taxi delicensing and LPG conversion, we estimate it will help meet our legal obligations by delivering a 65 per cent reduction in harmful taxi NOx emissions by 2025. From 1 January 2020, newly licensed PHVs under 18 months old must be ZEC and from 2023 all PHVs licensed for the first time must be ZEC.

# MAYOR OF LONDON

TfL is also leading the way by upgrading its bus fleet to be zero emission, with at least 2,000 electric buses planned to be on London's roads within the next five years and all cars and vans in its support fleet to be ZEC by 2025.

TfL is also driving the installation of charging infrastructure across London, by creating a core network of rapid charge points across the capital using £17.8m of funding from the Office of Low Emission Vehicles (OLEV).

As of the end of January 2020, TfL has installed 232 rapid charge points, with 73 of these dedicated to taxis. The project is on track to deliver 300 by the end of 2020. TfL has also used OLEV funding to support the private sector and make the fund go further, by contributing to the delivery of rapid chargers with Shell, Lidl and Heathrow, and supporting Engenie with the installation of a rapid charging hub in Stratford. New rapid charging hubs are expected to open in 2020 across London, including at Baynard House in City of London and Glass Yard in Woolwich.

TfL is also supporting the introduction of 'public slow to fast charging' via the Go Ultra Low City Scheme (GULCS). This uses funding from OLEV which is match-funded by boroughs. Over 1,700 charge points have been delivered across 23 London boroughs. TfL has recently allocated the remaining funding (around £4m) to deliver on street residential charge points, rapid charge points and community charging hubs. This will deliver 2,700 charge points in total.

In May 2018, I convened the Electric Vehicle Infrastructure Taskforce to help unlock barriers to expanding charging infrastructure and accelerating the switch to Electric Vehicles (EV) in the capital. The Taskforce brought together key industry experts and stakeholders from business, energy, infrastructure, the Government and London boroughs to overcome charging infrastructure challenges with the aim of stimulating the market and accelerating the switch to EVs. In June 2019, TfL published the London Electric Vehicle Infrastructure Delivery Plan. TfL set out several commitments from both the public and private sector, gathered in a charter, to support the roll-out of infrastructure and EVs, which will help to facilitate the significant shift in mindset, vehicles and infrastructure that is required.

I will continue to lobby central government for further public funding to help support the transition to zero emissions vehicles. The recent Government report of the Electric Vehicle Energy Taskforce, 'Energising our Electric Vehicle Transition', highlights the need for industry to converge on a preferred set of standards to enable interoperability across EV infrastructure.

I welcome this proposal and urge the Government to act to make this happen as soon as possible. I will be asking the Government for funding to support the delivery of further slow to fast residential charge points, considering the overwhelming demand from boroughs for GULCS funding, and more rapid charge points, in particular to the taxi and private hire trade to meet the ZEC standards and lead by example. I have also made the case to the Government to create a national scrappage scheme to support the switch to zero emission vehicles.

## **Recommendation 2**

London's commuter rail routes are suffering from unacceptably poor performance. The Department for Transport (DfT) franchise model, which combines suburban and longer distance services, does not incentivise improvements to suburban routes as longer distance services produce more revenue for the operator.

# MAYOR OF LONDON

Since its creation in 2007, London Overground has demonstrated the value of transferring some suburban services to the integrated TfL network. The London Overground now provides an orbital railway for London, using existing but previously under-utilised infrastructure. The transfer of the West Anglia Inner suburban services to TfL in 2015, provided similar improvements in north-east London. It has increased frequencies from 400 trains per day in 2007 to nearly 1,500 per day a decade later in 2017. Ridership has increased by over 550 per cent, customer satisfaction has gone up and delays have gone down. All stations are staffed from first to last train, which allows a 'turn up and go' service across the network for passengers who require assistance; and around half of the 112 London Overground stations now have step-free access from street to platform. TfL expanded its fares and ticketing to London Overground, making it easier and more affordable for more people with Oyster and contactless payments as well as all TfL concessions.

The Government is due to publish the Williams Rail Review in the coming weeks. This review is expected to indicate the future of the DfT franchising model. We also hope it may outline whether the Government sees any opportunities in the near future for some suburban rail services to be transferred to TfL, to improve services for customers.

We understand that the Strategic Outline Business Case for the transfer of suburban rail services from Moorgate to TfL has been submitted by DfT officials to the Secretary of State for Transport to consider. If approval is given, TfL will work with the DfT, Network Rail and the incumbent operator – Great Northern – to prepare for the transfer of the services. Typically, it takes around two years to implement a transfer from when direction is formally made by the Secretary of State. TfL has allocated funding in its latest Business Plan for the associated costs.

I have written to the Secretary of State, offering to update the last business case for transfer of some Southeastern suburban rail services, which was submitted to DfT in October 2016 at their request but rejected by the then Secretary of State. On 9 January, I also wrote to the Secretary of State confirming that TfL stands ready to provide the expertise that would deliver more frequent and reliable journeys on the South Western Railway network. I look forward to his response on these matters and the publication of the Williams Rail Review. It is my hope that TfL will continue to work constructively with the DfT to improve rail services for customers, and where it makes the most sense for the customer, transfer some local suburban rail services to TfL.

## **Recommendation 3**

I agree with the Committee that the proliferation of micro-mobility vehicles being ridden illegally in London – most notably e-scooters – is a cause for concern and requires clarity.

There are no restrictions on what UK retailers can sell and it is not difficult to buy models that can reach 95 kmph. There are also no requirements to ensure the safety of riders (e.g. training or helmets). TfL officers are in regular contact with officials at the DfT and have been pressing for action for several months.

The Government recently announced that a consultation on this important issue is close to being released. This suggested that micro-mobility vehicles would not be allowed on the pavement. This is a principle I agree with. If they are being considered for use on the roads, construction standards must be put in place to ensure the vehicles are safe, and that those who use them do so in a way that minimises the likelihood of harm to themselves and others.

# MAYOR OF LONDON

While I would expect any such standards to apply nationally, if these vehicles are legalised, London will be a potentially lucrative market for the rental companies that have deployed thousands of scooters in cities around the world. It is essential that London can take a strong approach to minimise the negative impact these rental schemes could have. New powers for cities to act at a regional or city-wide level, for example through permitting, are likely to be required to ensure this.

TfL will be responding to the Government's consultation and I would recommend the Committee also provides a response. I would be happy to facilitate assistance from officers at TfL.

## **Recommendation 4**

TfL and London Councils are working closely to draft a by-law for the regulation of dockless bikes and other dockless vehicles. At this stage, discussions are ongoing with operators, boroughs and other stakeholders about various aspects of its implementation. London Councils' Transport and Environment Committee is the decision-making body on this work, and I understand TfL will soon be discussing the process of securing ministerial permission to make the by-law, subject to public consultation.

We want a positive, considered and practical approach across London, enabling councils to decide where dockless vehicles of all types can and cannot be parked, while ensuring that hirers have a simple and seamless experience. Getting this balance right will increase Londoners' ability to choose cycling as a regular transport choice. At the same time, this will minimise the inconvenience for others, especially those with sight loss or who use wheelchairs who can be affected by inconsiderate or irresponsible parking.

While it is not a regulatory requirement, guidance is being developed by TfL to support a consistent and joined up approach amongst boroughs, and to use the by-law to best effect. This will help boroughs decide whether a given location is suitable for dockless parking, and support enforcement. The guidance will also consider the volume, capacity and density of parking required and the cost to operators of using it.

## **Recommendation 5**

TfL has set out its plan to re-allocate bus resources across London according to how people are now using public transport. The detail of this phased plan can be found in TfL's Business Plan.

In the last 12 months, TfL has introduced seven new routes in London, extended two others and enhanced frequency on 23 routes in Outer London. This is part of TfL's plans to grow the Outer London bus network by five million kilometres over its current business plan period.

The Committee expressed an interest in express routes. Two of those new routes, introduced in December 2019, were the X140 and 278 services. The X140 creates new faster connections between Harrow and Heathrow. The new route 278 creates new connections between Ruislip, Ickenham, Hillingdon, Hayes, Harlington and Heathrow. Initial data from the first few days of operation shows the X140 is being used by about 10,000 passengers a day.

Route 440 was re-routed during 2019 to provide new and faster orbital links between Chiswick High Road, Acton Main Line (for the Elizabeth line in 2021), Park Royal, Central Middlesex Hospital and Wembley. It provides critical links for several housing and office development areas and new links to hospitals and will provide links to the Elizabeth line once it opens.

# MAYOR OF LONDON

TfL has also extended route 125 between Finchley Central and Colindale station. This has created a new orbital service across the London Borough of Barnet, providing new links between Colindale, Hendon town centre, Finchley and the London Borough of Enfield.

The bus network is also subject to continuous review and, as part of that process, TfL conducts specific area studies to identify opportunities for faster, more direct services in outer London. In 2019, studies covered areas including Croydon, Sutton, London Riverside East, Royal Docks, Harrow, Uxbridge town centre and a post-change review on the Isle of Dogs. The restructuring of routes in Croydon town centre has produced a simpler and more efficient bus network. This has allowed TfL to increase frequencies on eight routes in the borough and plans are in place to extend the 404 to serve Cane Hill in early 2020.

TfL will continue this process of review to focus on identifying opportunities to deliver their strategy, including working closely with the London Borough of Haringey on a strategic review of bus services in the borough. Other studies will have more local focus on specific areas such as town and district centres.

## **Recommendation 6**

The Freight and Servicing Action Plan, launched in March 2019, set out the actions needed to minimise the impact of freight in London.

TfL is making good progress, working with key stakeholders, in delivering the actions to make freight safer, cleaner and more efficient in London. TfL's data shows that it is currently slightly ahead of target to reduce the morning peak of freight traffic entering central London by 10 per cent by 2026 (based on 2016/17 levels).

TfL is taking steps to improve safety, given the role that heavy goods vehicles (HGVs) can play in collisions. In September 2019, I approved changes to procurement processes to ensure that all in-scope TfL and Greater London Authority contracts mandate the use of only the safest HGVs. In October 2019, TfL launched the world's first Direct Vision Standard (DVS) and HGV Safety Permit Scheme to reduce the number of, often fatal, collisions between HGVs and people walking and cycling. Over 14,000 permits have been issued to date. In December 2019, TfL launched a new e-learning model on pedestrian safety for HGV drivers to further reduce HGV and vulnerable road user collisions. Almost 5,000 people have already completed the training. Last year, TfL also published new temporary traffic management guidance to ensure all those working on the road network adhere to the highest safety standards and we are continuing to work with stakeholders on the adoption of the guidance.

Work is also underway to help reduce emissions from freight journeys in the capital. In January 2020, I doubled the funding available for businesses to scrap older vans and minibuses, to clean up London's toxic air. There are opportunities to consolidate better or shift freight, to reduce the distance travelled and improve efficiency. In November 2019, TfL published updates to the Construction Logistics Plan guidance to offer further advice on reducing wasted construction trips and produced a Freight Infrastructure in London Toolkit. This ensures developers have information about the water and rail freight opportunities available to them. TfL has recently launched the Freight Innovation Challenge to collaborate with innovators, merchants and intermediaries to reduce freight vehicle kilometres in London.

## MAYOR OF LONDON

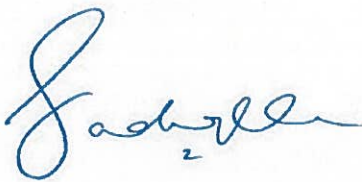
TfL is also supporting businesses directly. TfL is continuing with the Healthy Streets Fund for Businesses to match-fund projects to help make their deliveries more efficient. Applications for this year will close on 23 March 2020. TfL also assessed several consolidation trials to help engage and support organisations to roll-out effective consolidation solutions, with recommendations incorporated into projects from the Fund, and used these during engagement with partners across London.

TfL has engaged with hundreds of businesses about reducing their deliveries, with nearly a hundred businesses having tailored, face-to-face workshops. This has resulted in 1,146 fewer London trips and retiming a further 1,025 trips. Workshop participants are also 35 per cent more confident in their ability to reduce freight trips. Over the next financial year, further parts of the Freight Action Plan will be delivered. These include:

- Launching version six of the FORS Standard to further embed safety and environmental requirements for commercial fleets;
- Carrying out a review of HGV rest areas in London;
- Introducing tougher LEZ standards in October 2020, with the heaviest vehicles needing to meet Euro VI standards or face a penalty of £100 per day (£300 if the vehicle also does not meet Euro IV standards);
- Publishing, with Network Rail, the first Rail Strategy for London since 2007, which will outline key objectives for moving more goods by rail; and
- Working with operators to pilot signal retiming trials along the A23 Purley Way to see how TfL's traffic signal strategies may support efficient and reliable freight journeys on key corridors.

I hope that the Committee is assured by the progress being made to ensure London's transport system reflects changing economic and social trends and keeps up with (and indeed embraces) emerging technologies which can deliver positive outcomes for the city and its residents. I know that the Commissioner would be happy to facilitate further conversations with TfL on any of the recommendations you have made in your report.

Yours sincerely,



**Sadiq Khan**  
Mayor of London