

Information request from LBH Skills, Economy and Growth Scrutiny Commission

| Economic Growth & Transport | |
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| Question | Response by |
| How important is transport in supporting a growing local economy and local regeneration work? | London Borough of Hackney |
| What challenges does the changing patterns of transport pose to economic growth - specifically, the uptake in MaaS transport i.e. Uber etc. Transport that is putting people back onto the roads, causing an increase in congestion and a slowing down of travel times. Is there any data on this? | Transport for London and London Borough of Hackney |
| <p>The Mayor of London published his Transport Strategy in March which sets out a vision for a healthier, cleaner, more sustainable city. Central to this is the aim for 80 per cent of trips in London to be made on foot, by cycle, or public transport by 2041. To make London a better city we need to address the needs of the people living, working and enjoying all the city has to offer. For London, this means a 30 per cent shift away from the use of a car to walking, cycling or using public transport and adopting the Healthy Streets Approach.</p> <p>We recognise that new transport services have the potential to change the way people move around cities. There is a fundamental role for us and the local transport authorities in shaping these new transport services to the cities' needs. This will help cities to maximise the potential benefits for their populations as a whole, while minimising unintended consequences.</p> <p>While the evidence is still emerging, early analysis suggest some new transport services such as those provided by private hire vehicle apps (PHV) could increase road congestion. Alongside their likely benefits, evidence from around the world suggests that without careful management PHV apps, connected and autonomous vehicles and MaaS platforms could increase inefficient road use.</p> <p>For example, in London we have seen significant increases in the use of PHVs where they have become more readily accessible via app-based platforms. The number of licensed PHVs has increased by 78 per cent since 2009/10, up to 87,921 in 2017/18. There was a 12 per cent increase between 2015/16 and 2016/17 alone and more than 18,000 different PHVs now enter the Congestion Charge Zone each day during charging hours.</p> <p>Studies in the US also point towards a shift away from public transport to PHVs following the arrival of app-based services. It is estimated about 60 per cent of ride-hail users in large, dense cities would have used public transport, walked, cycled, or not made the trip if ride-hail services had not been readily available (Schaller consulting, 2018).</p> <p>This is a particular concern as the key demographic for app-based services, young people comfortable using technology, have some of the lowest rates of car use overall. A reduction in barriers may inadvertently encourage less sustainable</p> | |

journey choices. Local transport authorities must therefore play a role in ensuring new mobility services support the city's wider accessibility, health, air quality and climate change objectives and are appropriate for the location within the city, for example in inner or outer London.

What transport infrastructure or services are needed to ensure the local economy can thrive and continue to support growth at all levels of employment?

London Borough of Hackney

In relation to any proposed or current consultations. How do you plan to engage residents, community groups and other relevant stakeholders beyond normal means of consultation?

Transport for London

Our recently established Local Communities & Partnerships team is aware of any proposed changes to the transport network across London. It works in partnership with local communities and boroughs everyday, and through building relationships and sharing knowledge we can keep relevant stakeholders informed of any planned projects or works in the area. This is not limited only to consultations, but includes small changes to the network and allows us to respond to any concerns too.

The Local Communities & Partnerships team build their network of stakeholder and local groups each day, and with each project. We are in open dialogue with borough officers and work with them if we need to communicate with residents, community groups or other relevant stakeholders. This joined up way of working is central to how we want to deliver the Mayor's Transport Strategy, something we can only do together. By working together we can design the consultation effectively, and we can modify changes based on the feedback we received.

In addition to official consultation materials, we regularly meet with residents and elected representatives to discuss issues at local points of interest, such as junctions. However, we are trying to move away from single-issue meetings and engage more regularly on a range of issues that stem from or are affected by our services, in the local area/region.

Investment & Development

Question

Response by

What work is being undertaken to make the modes of transport sustainable?

Transport for London

The Mayor's Transport Strategy (MTS) sets out how we will work with him to make London a fairer, greener, healthier and more prosperous city. At the centre of this is our Healthy Streets Approach and the target for 80 per cent of trips in London to be made on foot, by cycle or using public transport by 2041. To achieve this, we need to get Londoners out of their cars and we need to make public transport more sustainable.

Walking is, in many ways, the mode of travel that is most important to the aims of the strategy. It makes efficient use of street space. It is good for individuals' health. It produces no emissions or noise. It is safe and encourages interaction, which improves lives. It is good for business. For all of these reasons, and many more, walking is included throughout the Mayor's plans for transport in London. Street changes of any kind will be required to benefit people walking. Public transport systems will be planned for the whole journey, including the walk to or from the stop/station. And new homes and jobs will be

facilitated by making walking the easiest option wherever possible.

We have an ambitious target to increase the amount of cycling in London to 1.5 million cycle journeys per day by 2026. Strong progress has been made towards this target in recent years - cycling levels have more than doubled since 2001.

We are delivering a range of initiatives to encourage and enable more cycling in London, including

- New Cycle Superhighways and Quietways
- Investment in local areas and town centres through the Mini-Hollands programme
- More improvements to Santander Cycles
- Thousands of new cycle parking spaces
- Support for behaviour change by offering free, tailored cycle skills training

We are leading the way with our bus fleet, and not only are we committed to purchasing buses with low emissions but we are adapting our older fleet too. We have retrofitted exhaust systems to the older buses in our fleet that reduce Nitrous Oxide emission by up to 95 per cent and particulate matter by up to 80 per cent.

From next year, all new double-deck buses will be hybrid, electric or hydrogen as part of our focus to only buy the greenest, cleanest buses. In central London, all double-deck buses will be hybrid by 2019 and all single-deck buses will emit zero exhaust emissions by 2020. By 2037 at the latest, all 9,200 buses across London will be zero emission.

London Overground is improving its environmental performance too by changing all platform lighting to more energy efficient LEDs, developing an Energy Management System and appointing an Environment and Energy Manager to oversee and enhance the environmental performance.

We are committed to finding ways to make our infrastructure more sustainable where it is viable and welcome any suggestions from boroughs that we could implement together.

With major transport infrastructure and spend governed by a pan-London authority, how can local authorities best influence decisions - do local authorities think they have a fair say, or does it feel remote? Are the processes for consultation robust?

London Borough of Hackney

What is your consultation process and how do consultations get triggered?

Transport for London

A consultation will be undertaken for two main reasons.

- If we have a legal obligation to do so. This includes decisions related to private hire licensing, applications for Transport & Works Act orders, changes to local bus routes and granting of London service permits and traffic orders.
- To help us make better-informed decisions, particularly on policy development and projects that are complex we will consult.

Our consultations cover a range of different changes at different stages of development including junction changes, policies, Taxi & Private Hire regulations, new infrastructure and bus service changes. We adhere to five principles when consulting which are in line with Cabinet Office guidance and case law. Each consultation must be focused and timely,

accessible and targeted, informative and accountable, timed appropriately, and honest and fair. These principles inform our decisions on how to engage residents, community groups and other relevant stakeholders in advance and through the consultation and will vary. This is because each consultation requires its own approach depending on the specific change, affected audiences, timelines and any relevant history.

What investment is planned to support the growing number of commuters using the new transport infrastructure and interchanges in Hackney?

Transport for London

To accommodate the predicted growth on London Overground services, we have ordered new trains for the North London Line which will increase frequency by 25 per cent. We expect the new trains to be delivered in service by summer 2019. On London Overground West Anglia routes new trains will deliver improved on-board comfort levels for customers, improved communication and air conditioning throughout.

There is currently significant spare capacity during the AM peak on the North London Line eastbound towards Stratford from Hackney Central and in both directions on the East London Line through Hackney. We expect the Elizabeth line to relieve pressure on the Central line between Stratford and central London, and we predict customers from Hackney to travel by bus to Whitechapel to join the Elizabeth line when it opens in autumn 2019. With the Elizabeth line opening rescheduled we acknowledge that there are pressures on parts of the North London Line, and the new trains we have ordered to deliver an uplift in capacity are important to improve our service to customers who use this service.

Hackney Wick station has recently been upgraded, making it easier for customers to navigate and it has increased capacity. Customers using the new walkway connecting Hackney Central and Hackney Downs stations has increased by 33 per cent as a result of the upgrades, from around 4,300 to nearly 6,000.

We have discussed upgrading Hackney Central station by creating an entrance/exit on Graham Road in order to relieve congestion and improve accessibility to the town centre. We are working with the London Borough of Hackney to discuss issues such as the necessary land to deliver this project.

We are also working closely with the London Borough of Hackney to create a new entrance area at Hackney Downs station and we remain keen to develop our proposals further. Provision for step-free access at Hackney Downs and Dalston Kingsland stations is including on our draft list of recommendations for the Department for Transport's Access for All programme during the 2019 to 2024 financial settlement period.

How can the council support the delivery of zero carbon connectivity for transport? Can the council apply for the £2 million fund released from DFT to support the uptake of e-cargo bikes? What infrastructure is needed to support this?

London Borough of Hackney

Capacity & Connectivity

Question

Response by

How do TfL make decisions about changes to bus routes? What factors are taken into consideration and what factors are excluded?

Transport for London

Prior to changing any bus routes we consider a number of different factors, which helps develop our business case. The business case evaluates existing demand, predicted change in demand, cost, revenue generated and passenger benefit to inform its final recommendation. Additional revenue that may arise from an increased need for customers to change bus has always been excluded from the business case. Since the introduction of the Hopper fare additional revenue is minimal, and in fact the Hopper has allowed us design a more efficient and effective bus network for Londoners that could help improve reliability, safety and reduce congestion.

In addition, we also consider other factors such as traffic speeds, impact on the highway and the impact any change has on air quality in the area. Where possible, we discuss the changes with Londoners and local people who use the route in its current existence. We want to understand how the route currently contributes to the community it serves, and engage with the borough to understand the singular importance of routes before making a decision to change it.

What policies do TfL have in place to support the delivery of zero carbon connectivity for transport?

Transport for London

The Mayor's ambition is to make London a zero-carbon city by 2050, and we can help make it a reality.

There is the potential to reduce car use in all areas of London. The biggest opportunity for reducing emissions is by changing the three quarters of journeys currently made by car to be made on foot, by bicycle or by public transport instead.

Londoners making shorter car journeys are most likely to have an alternative option available to them, with short car trips particularly prevalent in outer London. The characteristics of the places people live in have a big impact on their inclination to change their habits. People living in more densely populated areas like Hackney are more likely to change their travel behaviour, so as London's growth increases population becomes more dense and there is the opportunity for more and more people to switch from the car to other, more efficient transport methods.

The MTS emphasises the Congestion Charge, Low Emission Zone and Ultra Low Emission Zone (ULEZ) as key initiatives to reduce carbon emissions in London. We have already introduced the Toxicity Charge within the Congestion Charge Zone, making it more expensive for inefficient and highly polluting vehicles to enter.

To help improve air quality, the ULEZ will be in place in central London from 8 April 2019. Most vehicles including cars and vans will need to meet new, tighter exhaust emission standards (ULEZ standards) or pay a daily charge to travel within the area of the ULEZ. From 25 October 2021, the ULEZ area will be expanded to include the inner London area bounded by the North and South Circular Roads.

We are installing new taxi electric charging points across London to support the roll-out of Zero Emission Capable (ZEC) taxis as part of our Ultra Low Emission proposals. Since 1 January 2018, no new diesel taxis have been licenced in London and we are working closely with manufacturers who have prioritised delivering new greener, state-of-the-art ZEC taxis. We have also installed over 100 rapid charge points; and more than 50 of these

are dedicated to taxis.

What is the maximum capacity level before TfL decide further investment is needed in the transport infrastructure?

Transport for London

We judge capacity constraints on a case-by-case basis, as there are a number of different contributors including customer safety, building structure and opportunity.

When we assess investment priorities as part of our Business Plan, we consider a range of issues including safety, capacity and connectivity. We make these decisions with the MTS at the forefront, alongside our Vision Zero Action Plan and Healthy Streets Approach – which are two daughter documents.

We also attempt to leverage third-party funding in areas where there is development, and will increase capacity pressures on our infrastructure. This perhaps does not respond to current capacity levels but future constraints. It is a cost effective approach and helps deliver important initiatives for Londoners such as step-free access or station upgrades.

LBH recently carried out a bus service consultation what was the outcome and resident views from this consultation?

London Borough of Hackney

Accessibility & Equality

Question

Response by

What consideration is given to people who work unsocial hours to get to and from work and people who are on a low income and considering their access to buses when making decisions about changes to bus services?

Transport for London

London's night-time economy accounts for eight per cent of the city's GDP, contributing around £26.3bn annually, and represents 40 per cent of the entire UK night-time economy. It employs over 700,000 people. The Mayor is determined to see the night-time grow even more, and we are responsible for providing the comprehensive, integrated night-time public transport services required to facilitate the potential growth.

The Mayor opened the first Night Tube services in August 2016 on the Central and Victoria lines, with services on the Jubilee, Northern and Piccadilly lines following. More than 200,000 journeys are made on these Night Tube services on the busiest weekends, and we want to improve them further to reduce impacts on residents and keep delivering for our customers. We have already extended the services to parts of the London Overground, and these services are for all Londoners. Not only does it help Londoners get to and from work we estimate that the Night Tube created around 2,000 permanent jobs.

We have complemented the Night Tube with our 129 Night Bus routes, running around 20 million kilometres each year. Key interchanges enable Londoners to complete their journeys safely and quickly. We plan our bus network based on demand and our customers, and when we are proposing any changes we will consider who uses that service and if there is viable alternative for them.

We understand the importance of an affordable transport network, and the Mayor's decision to freeze all TfL fares until 2020 is making life easier for millions of people and

ensuring that London becomes a more affordable city for all. The Mayor has also protected a range of concessions in London, including free travel for those over 60 and a range of free or reduced fares for apprentices, Jobcentre plus users, those on Income Support, Employment and Support Allowance, Jobseeker's Allowance or Universal Credit, children, young people and 18+ students.

Amongst the International Bus Benchmarking Group London's bus fares are the fourth lowest and we offer the second cheapest bus fare of all UK cities, the same as Manchester. The Hopper fare has made alternative and quicker journeys even more accessible and affordable for our customers – there has been over 250 million journeys that have now benefitted from the Hopper fare.

When we plan the bus network, wherever possible, we provide a bus service within 400m of homes to ensure a comprehensive, affordable network. Our planning uses detailed data on numbers of existing passengers including the time they travel, which helps us plan for customers who work unsocial hours and rely on our services.

What action is being taken to mitigate the risks and negative impact from the changes to the bus services for vulnerable groups – low income, disabled, and elderly - in Hackney?

Transport for London

Every Londoner should have access to transport and any changes we make to the bus network considers impacts on all our customers. In addition to the changes to the bus network, public transport as a whole in central London is becoming unambiguously better from a combination of upgrades to London Underground lines and stations, London Overground improvements, and the completion of the Thameslink programme and the Elizabeth line.

We conduct individual Equalities Impact Assessments (EqIA) as part of our consultation process when a permanent structural change to a bus service is proposed. It is not a legal requirement for us to complete an EqIA, but we believe it is vital we consider individual characteristics of any and every possible customer.

Through the EqIA we have determined what mitigating actions we need to implement to minimise any negative impacts on people with any protected characteristics. Careful consideration to the potential impacts of proposals to change the central London bus network has been given throughout the planning of these proposals. Where possible, routes have been proposed to be extended to limit the reduction of direct links. Where interchange would be newly required due to a route structure change, which would be the case for less than one per cent of all journeys, consideration has been given to the location of interchange and quality of facilities available. Through this careful planning, we have minimised the potential adverse impact on equality groups, and where this is adverse impact is expected, there is clear rationale for the proposal. We will continue to provide information and journey planning tools, while a Travel Support card is also available for people who need a bit more support to complete their journey.

More analysis of the impacts, both positive and negative, and risks of the proposed changes can be found [here](#).

Through our work on the EqIA we recognise that we need to reach out to accessibility support groups. In particular, consulting with organisations that support customers with learning difficulties and dementia.

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| <p>What incentives does the council provide to staff to encourage cycling, walking, carpool, or use of public transport to commute to and from work? Can the council encourage local businesses, hospitals, schools etc. to adopt policies that encourage the above?</p> | <p>London Borough of Hackney</p> |
| <p>What policies do TfL have in place to ensure the transport and provision of services for local economies encourage cycling, walking or to use public transport to commute to and from work?</p> | <p>Transport for London</p> |
| <p>The Mayor's Transport Strategy (MTS) aims to ensure that regeneration and new development schemes incorporate the Mayor's principles of Good Growth, including local people in local decisions to provide the greatest benefit for everyone. New public transport links and better walking and cycling environments will create a future of reduced car dependency and increased active travel. Planning streets and places around walking, cycling and public transport will increase active, efficient and sustainable travel for short trips around new town centres. Improving public transport connections between existing communities will support a shift away from car dependency.</p> <p>A shift away from the car will boost London's economy and also help address health problems, by reducing inactivity and cleaning up the air. It will help to eliminate the blight of road danger. It will limit the city's contribution to climate change and develop attractive local environments. It will reconnect communities by creating places where people are prioritised over cars, reinforced by the Healthy Streets Approach which is central to the MTS. It will revitalise local high streets and attract international businesses and their employees to more pleasant urban centres.</p> <p>The MTS is supported by a range of policies in the draft new London Plan, which will enable the Mayor, TfL and relevant local planning authorities such as Hackney to ensure all new developments support active and sustainable travel and are designed in accordance with the Healthy Streets Approach. TfL has also recently published Road Safety and Walking MTS Action Plans which outline our next steps in those specific areas. Our latest Local Implementation Plans funding round includes Healthy Streets criteria for all project bids, and our Liveable Neighbourhoods programme, which includes Clapton, is another example of the vision and objectives outlined in the MTS being rolled out in local streets and communities.</p> <p>High-quality public transport services that connect seamlessly to other forms of active, efficient and sustainable travel are required across the city to provide alternatives to car use. And looking at our transport system as a single, connected whole is the key to addressing London's current and future challenges. To achieve this, we are investing record amounts in cycle routes across London that are direct and safe for Londoners to commute.</p> <p>Every decision at a local level is required to have pedestrians and cyclists at the centre of the final design, and we are working closely with boroughs to make this a reality. We are also consulting on re-designing the bus network to make it work for our customers, speeding up journeys and reducing congestion in central London. With the Mayor's decision to freeze all TfL fares, and the introduction of the Hopper we are making it more affordable to use our services. In practice, developer contributions and use of Community Infrastructure Levy funding from local Boroughs such as Hackney will also be essential to safeguard and improve the strategic network, including for walking and cycling, through</p> | |

major investment in transport. For example, enhancement works proposed at Old Street roundabout would benefit significantly from additional funding sources.

How are vulnerable groups like the disabled or people with low income taken into consideration when decisions are being made about changes to transport routes and services?

Transport for London

Every Londoner should have access to transport and any changes we make to the bus network considers the impacts on all our customers.

We conduct individual Equalities Impact Assessments (EqIA) as part of our consultation process when a permanent structural change to a bus service is proposed. It is not a legal requirement for us to complete an EqIA, but we believe it is vital we consider individual characteristics of any and every possible customer.

Through our work on the EqIA we recognise that we need to reach out to accessibility support groups. In particular, we welcome feedback from organisations that support customers with learning difficulties and dementia.

How do TfL capture the needs of disability groups in relation to the provision of transport services and bus routes?

Transport for London

We have established an Independent Disability Advisory Group (IDAG) that helps shape us shape our networks. Their advice is invaluable as we are committed to making London more accessible and inclusive for everyone.

IDAG has seven appointed members who provide us with professional expertise and extensive knowledge of disability access with transport and customer service. Each member has personal experience of living with a disability. To ensure the group's independence, no member is employed by TfL or the Greater London Authority.

We also consult with independent organisations such as London TravelWatch and BusUsers.org to ensure we are aware of the requirements of our customers.

We have a specific step-free access version of our public transport planning model ('Railplan') which measures the time differential between journeys made on the step-free and full network. It can then be used to estimate the benefit of step-free improvements, including the value of providing step-free access at certain stations. It has been used to help populate our draft list of recommendations for the Department for Transport's Access for All programme during the 2019 to 2024 financial settlement period, which includes provision of step free access at Hackney Downs station, maximising the value of the interchange recently provided between Hackney Downs and Hackney Central stations, and the upgrade to Dalston Kingsland station.