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Submitted to **Draft Mayor's Transport Strategy 2017**
Submitted on **2017-10-02 15:55:30**

How are you responding to this consultation?

In what capacity are you responding to this consultation?

As a representative of a community or voluntary organisation

Other:

About this survey

Do you want to continue with our survey?

Yes

Your details

What is your name?

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Please tell us the name of your organisation

Organisation:
Age UK London

How did you find out about this consultation?

Received an email from TfL

Other:

Chapter One - The challenge

1) London faces a number of growing challenges to the sustainability of its transport system. To re-examine the way people move about the city in the context of these challenges, it is important that they have been correctly identified.

Comments:
We welcome the statement that "...it is important also to plan for an ageing population, with increasing accessibility needs" even though its positioning in the chapter and the word "also" make it appear something of an afterthought. The challenges as identified do not take into account the poor accessibility of much of the existing transport infrastructure, in particular the fact that the majority of Tube stations are not step-free.

It is also welcome that there is consideration of the needs of older and disabled people in particular for an efficient bus service. Mention could have been made of the issues around passenger experience and customer care for older and disabled bus passengers, which we have previously raised with Transport for London. TfL took positive steps in response to these concerns in the past, but we do not think that all the problems have been solved.

Chapter Two - The vision

2) The Mayor's vision is to create a future London that is not only home to more people, but is a better place for all of those people to live and work in. The aim is that, by 2041, 80% of Londoners' trips will be made on foot, by cycle or using public transport.

Strongly support

3) To support this vision, the strategy proposes to pursue the following further aims:

To support this vision, the strategy proposes to pursue the following further aims - By 2041, for all Londoners to do at least the 20 minutes of active travel they need to stay healthy each day:
Strongly agree

To support this vision, the strategy proposes to pursue the following further aims - **For no one to be killed in, or by, a London bus by 2030, and for deaths and serious injuries from all road collisions to be eliminated from our streets by 2041:**
Strongly agree

To support this vision, the strategy proposes to pursue the following further aims - **For all buses to be zero emission by 2037, for all new road vehicles driven in London to be zero emission by 2040, and for London's entire transport system to be zero emission by 2050:**
Strongly agree

To support this vision, the strategy proposes to pursue the following further aims - **By 2041, to reduce traffic volumes by about 6 million vehicle kilometres per day, including reductions in freight traffic at peak times, to help keep streets operating efficiently for essential business and the public:**
Strongly agree

To support this vision, the strategy proposes to pursue the following further aims - **To open Crossrail 2 by 2033:**
Partially agree

To support this vision, the strategy proposes to pursue the following further aims - **To create a London suburban metro by the late 2020s, with suburban rail services being devolved to the Mayor:**
Partially agree

To support this vision, the strategy proposes to pursue the following further aims - **To improve the overall accessibility of the transport system including, by 2041, halving the average additional time taken to make a public transport journey on the step-free network compared to the full network:**
Strongly agree

To support this vision, the strategy proposes to pursue the following further aims - **To apply the principles of good growth:**
Partially agree

Comments:
These aims are very difficult to disagree with in principle while some of them are very ambitious. As a charity supporting older people, some of the aims are arguably outside our remit to comment on. Partial support for new transport developments would be on the basis that they are needed to avoid overloading of the whole system. The principles of good growth as described are similarly hard to disagree with, although we would prefer to start from quality of life for London's people rather than from supporting economic growth as such.

Chapter Three - Healthy Streets and healthy people

4) Policy 1 and proposals 1-8 set out the Mayor's draft plans for improving walking and cycling environments (see pages 46 to 58).

Partially agree

Comments:
In principle these measures would improve the environment for older and disabled Londoners and we particularly welcome Proposal 1 (d) "Improving the accessibility of streets for older and disabled Londoners ..." with a range of proposed measures. However one key measure is missing from this list and from the "Healthy Streets" illustration (pp. 54-55): the provision of public toilets! Toilet availability is very important in making streets and neighbourhoods accessible to many Londoners including older people.

Many older people might welcome a reduced dominance of vehicle traffic in Central London (Proposal 2). However it is necessary to ensure that if locations such as Oxford Street and Parliament Square become vehicle free, these locations and their facilities remain accessible to older and disabled bus passengers and door to door transport users. Similarly, bus journeys passing through areas that become pedestrianised must remain possible without undue delays. In recent meetings some older people have complained about issues such as certain bus routes being split into two journeys, leading to longer journey times and eg. possibly having to cross busy roads to continue the bus journey from a different stop.

Londonwide network of cycling routes (Proposal 3):
The supporting text for this proposal says that "As streets are improved for cycling, they will also be improved for walking". Is this a plan or an assumption? We can see potential issues in at least three areas:
- we would be very sceptical about any new proposals for shared surfaces, given problems experienced by people with sensory impairments;
- we have a number of times expressed concern about the impact of bus stop bypasses on older and disabled bus passengers (who area also pedestrians at the start and end of their journeys).
- the routing of cycle superhighways including bus stop bypasses past facilities such as hospitals which are important to many older and disabled people and those with health conditions (which has already led to a well known public protest).

Promoting walking and cycling for all Londoners (Proposals 7 and 8):

It is important to include initiatives such as "Wheels for Wellbeing" which aim to benefit older and disabled people by making cycling accessible to them. Some initiatives such as "Mini-Hollands" have caused some older people concerns that, for example, motor traffic may be diverted causing extra congestion in neighbouring areas, or that people may no longer be able to access transport needed because of health conditions or disability close enough to home.

5) Policy 2 and proposals 9-11 set out the Mayor's draft plans to reduce road danger and improve personal safety and security (see pages 62 to 67).

Partially agree

Comments:

6) Policy 3 and proposals 12-14 set out the Mayor's draft plans to ensure that crime and the fear of crime remain low on London's streets and transport system (see pages 68 to 69).

Partially agree

Comments:
In addition to fear of crime on public transport, some older people tell us about experience of antisocial behaviour or fear of it. In particular, many older people are reluctant to use buses in the late afternoon when large numbers of schoolchildren are likely to be using the bus. Some people find it frightening to be on a crowded bus with many lively, boisterous young people who may move quickly and unpredictably (and are sometimes said not to give up seats for people who need to sit). This is written not to demonise schoolchildren, but to point out that antisocial behaviour as well as high-harm crime can deter people from travelling.

7) Policy 4 and proposals 15-17 set out the Mayor's draft plans to prioritise space-efficient modes of transport to tackle congestion and improve the efficiency of streets for essential traffic, including freight (see pages 70 to 78).

Neither agree nor disagree

Comments:

8) Proposals 18 and 19 set out the Mayor's proposed approach to road user charging (see pages 81 to 83).

Partially agree

Comments:
We completely agree on the need to reduce emissions and have no objection to road user charging as such. We think that discussion up to now may have taken insufficient account of the needs of people with access requirements such as Blue Badge holders and users of community transport.

9) Proposals 20 and 21 set out the Mayor's proposed approach to localised traffic reduction strategies (see page 83).

Partially agree

Comments:
In principle we would agree with all of the proposals in this section and are interested in working with TfL to help involve older people in designing them. As we mentioned above, some previous initiatives such as "Mini-Hollands" caused some older people concerns which will need to be addressed in developing local transport reduction strategies further.

10) Policies 5 and 6 and proposals 22-40 set out the Mayor's draft plans to reduce emissions from road and rail transport, and other sources, to help London become a zero carbon city (see pages 86 to 103).

Strongly agree

Comments:
While supporting these proposals:
- as above, we urge the maximum possible consideration for those with access requirements such as Blue Badge holders and community transport users.

11) Policies 7 and 8 and proposals 41-47 set out the Mayor's draft plans to protect the natural and built environment, to ensure transport resilience to climate change, and to minimise transport-related noise and vibration (see pages 104 to 111).

Neither agree nor disagree

Comments:
We support the objectives but are not in a position to judge how far the plans would achieve them.

Chapter Four - A good public transport experience

12) Policy 9 and proposal 48 set out the Mayor's draft plans to provide an attractive whole-journey experience that will encourage greater use of public transport, walking and cycling. (see pages 118 to 119).

Partially agree

Comments:
The aim of these plans seems absolutely right. However only the detail of resulting operational proposals will show whether they do achieve an accessible and welcoming environment for older pedestrians, public transport users, cyclists and users of mobility scooters etc. There needs to be a focus on avoiding conflicts between transport modes (including between cycling and walking)

13) Policies 10 and 11 and proposals 49 and 50 set out the Mayor's draft plans to ensure public transport is affordable and to improve customer service (see pages 121 to 125).

Partially agree

Comments:

This is an extremely important area for older public transport users and we welcome the intentions stated. Again, only the delivery can confirm whether the plans really improve customer service.

We particularly welcome the commitment to continuing customer-focussed training - with an continuing emphasis on equality issues particularly for older and disabled people - for bus drivers and frontline staff. We urge the maximum effort to ensure and monitor that this training really has an impact on staff's behaviour in practice. TfL has made praiseworthy efforts in this area in the past but we are not aware of the results of any impact monitoring.

14) Policy 12 and proposals 51 and 52 set out the Mayor's draft plans to improve the accessibility of the transport system, including an Accessibility Implementation Plan (see pages 127 to 129).

Partially agree

Comments:

Again we have to say that these proposals would improve accessibility of the network, if and when successfully implemented. Some limitations which we can see:
- the emphasis on using digital technology for improved journey planning tools will help many people. However it points to the importance of tackling digital exclusion which affects many older Londoners among others, and also to the importance of having non-digital supports such as sufficient numbers of helpful staff available on the network. We welcome the reference to travel mentoring in this respect, while as we understand TfL has comparatively limited resources for it.
- While recognising the difficulty of adapting older stations, we urge consideration of including toilet provision in new development.
- While recognising resource and practicality constraints, we cannot in principle be happy with the prospect with a substantial part of the Tube network still not being step free in the medium to longer term, and note the lack of a target date for the majority of Tube stations to be step-free.

15) Policy 13 and proposals 53 and 54 set out the Mayor's draft plans to transform the bus network; to ensure it offers faster, more reliable, comfortable and convenient travel where it is needed (see pages 133 to 137).

Partially agree

Comments:

Again, we agree in principle with the objectives while awaiting the implementation to confirm what difference the plans will make in practice.

The proposal to strengthen bus services in Outer London, where the proportion of older people is generally higher and some areas have poor public transport links, certainly strikes a chord.

For instance, Age UK Sutton has produced a research report entitled "Mind the Gap: Improving Local Transport for Older People in Sutton". This points to the large number of local older people who do not have access to a car and do have long term conditions or limiting disability, and to the view shared by the local authority that some parts of the borough are poorly served by buses. The report finds that there is a complex patchwork of transport services available, difficulty for older people and their families in getting information and low take up of different transport options by older people. Among the report's recommendations are improving the reach and quality of the local bus network, as well as targeted local partnership work to improve information and increase take-up of transport by older people.

At the same time, as mentioned elsewhere we have had some feedback of concern by older people about changes to bus routes in Central or Inner London. If a particular bus journey is negatively affected by changes, older passengers may be less able to change to another mode of transport than younger adults.

We welcome the intention to locate new bus priority corridors in Central London away from key cycle routes if possible.

While welcoming TfL's consideration of bus routes to hospitals, we remain convinced that there is reason for concern about older people's access to suitable and efficient transport to hospital Forthcoming national research by Age UK has found that 1.45 million people over 65 find it 'difficult or very difficult' to travel to hospital appointments and it is the 'oldest old' – those aged 80+ - who find it hardest.

16) Policy 14 and proposals 55 to 67 set out the Mayor's draft plans to improve rail services by improving journey times and tackling crowding (see pages 140 to 166).

Partially agree

Comments:

As with some other sections, we would support the objectives while being unable to judge whether the stated plans will achieve them.

17) Policies 15 to 18 and proposals 68 to 74 set out the Mayor's draft plans to ensure river services, regional and national rail connections, coaches, and taxi and private hire contribute to the delivery of a fully-inclusive and well-connected public transport system. The Mayor's policy to support the growing night-time economy is also set out in this section (see pages 176 to 187).

Partially agree

Comments:

One area we would emphasise is the importance of ensuring accessibility and equality standards in taxis and private hire vehicles. There are still too many reports of poor experiences for disabled people in this sector.

Chapter Five - New homes and jobs

18) Policy 19 and proposals 75 to 77 set out the Mayor's draft plans to ensure that new homes and jobs are delivered in line with the transport principles of 'good growth' (see pages 193 to 200).

Partially agree

Comments:
The principles stated are difficult to disagree with. We would see walkability as the key measure of how accessible and inclusive a newly developed or redeveloped area is.

19) Proposals 78 to 95 set out the Mayor's draft plans to use transport to support and direct good growth, including delivering new rail links, extensions and new stations, improving existing public transport services, providing new river crossings, decking over roads and transport infrastructure and building homes on TfL land (see pages 202 to 246).

Neither agree nor disagree

Comments:

20) Policy 20 and proposal 96 set out the Mayor's proposed position on the expansion of Heathrow Airport (see pages 248 to 249).

No opinion

Comments:

Chapter Six - Delivering the vision

21) Policy 21 and proposals 97 to 101 set out the Mayor's proposed approach to responding to changing technology, including new transport services, such as connected and autonomous vehicles (see pages 256 to 262).

Partially agree

Comments:
While acknowledging the potential benefits of this approach, we would emphasise the need to avoid creating a digital divide - as indeed mentioned in Policy 21.

22) Policy 22 and proposal 102 set out the Mayor's proposed approach to ensuring that London's transport system is adequately and fairly funded to deliver the aims of the strategy (see pages 265 to 269).

Neither agree nor disagree

Comments:

23) Policies 23 and 24 and proposal 103 set out the proposed approach the boroughs will take to deliver the strategy locally, and the Mayor's approach to monitoring and reporting the outcomes of the strategy (see pages 275 to 283).

Neither agree nor disagree

Comments:
We would like to emphasise the need for public participation in developing key proposals at all levels, including Local Implementation Plans.

General

24) Are there any other comments you would like to make on the draft Mayor's Transport Strategy?

Comments:
Age UK London is strongly interested in working with TfL to ensure that the various positive aims and objectives identified benefit older people and include older people's input.

25) We have commissioned an Integrated Impact Assessment (IIA) on the draft Mayor's Transport Strategy. The IIA evaluates the social, economic, environmental, health, community safety and equality consequences of the MTS's proposed policies in order to ensure they are fully considered and addressed. The IIA has assessed the draft MTS as a whole; detailed assessment of specific schemes will be undertaken at a more appropriate level, such as assessment of Local Implementation Plans (LIPs) or at planning consent stage (where applicable).

Comments: