

# Help shape London's future



## The Mayor's Transport Strategy:

A consultation on the key policies and proposals





# FOREWORD



I want London to be the best big city on earth.

That means a place that brims with opportunity and talent and economic activity of all kinds, but also one where the pace of life can suddenly slow from one street to the next; where children can grow up in safety – where people can be seen walking or cycling with no purpose other than enjoyment.

Transport is key to ensuring this can happen.

We are publishing the draft Mayor's Transport Strategy simultaneously with the London Plan and the Economic Development Strategy – because taken together they help to outline my vision and strategy for London.

With its growing population and astonishing base of skills and resources, London will not only lengthen its lead as the greatest city on earth, it will come to be seen as the best big city on earth, the best big city to live in.

I believe these strategies will help us to achieve that ambition.

I look forward to your comments and suggestions.

A handwritten signature in black ink, which appears to read 'Boris Johnson'. The signature is fluid and cursive, with a long horizontal line extending to the right.

Boris Johnson  
Mayor of London



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## Purpose of this leaflet

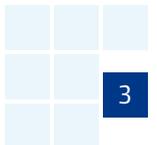
On 12 October 2009, Mayor of London, Boris Johnson, published a new draft Transport Strategy for consultation with members of the public, business and stakeholder organisations.

This leaflet provides a brief overview of the draft Strategy and the main themes, policies and proposals within it. A copy of the full draft Strategy is available at [london.gov.uk/shaping-london](http://london.gov.uk/shaping-london)

At the back of the leaflet, you will find a questionnaire that you can complete and return to the Mayor, informing him of your views on the draft Strategy. You can also provide feedback online by visiting [london.gov.uk/shaping-london](http://london.gov.uk/shaping-london)

Further copies of this leaflet and additional information are available at [london.gov.uk/shaping-london](http://london.gov.uk/shaping-london). If you would like to receive this document in large print, audio, or another language please call 0800 298 3009.

The consultation ends on **12 January 2010**.



# Context

## What is the Mayor’s Transport Strategy?

The draft Mayor’s Transport Strategy sets out the Mayor’s vision for transport in London over the next 20 years, and describes how Transport for London (TfL) and its partners, including the London boroughs, will deliver that vision.

The Strategy aligns with other Mayoral documents, including the London Plan (the Mayor’s vision for the development of the city), and the Mayor’s Economic Development Strategy. It must contain policies for ‘the promotion and encouragement of safe, integrated, efficient and economic transport facilities and services to, from and within Greater London.’

## Building on the success of the previous Strategy

Since the first Strategy was published in 2001, unprecedented numbers of people have switched from their cars to using public transport, walking or cycling. Tube upgrades, bus service improvements, the development of London Overground and the introduction of the Oyster card have all improved travel in the Capital. There has been a 90 per cent increase in the number of cycling trips and a six per cent increase in the overall mode share for public transport – something for which London is now considered a world leader.

## The challenges ahead

Despite these achievements there are major challenges facing London and its transport system. Public transport can be crowded and many of the roads are already congested, with population and employment growth set to increase the pressure.



Parts of London suffer from poor air quality and climate change is a serious issue that needs to be addressed. There is a need to strengthen the role of Outer London town centres in London’s economy. It is important to improve the accessibility of the transport system and the safety and security of people using it and ensure that journeys are as comfortable as possible. The draft Strategy aims to meet these challenges head on and seeks to develop transport solutions that maximise the potential of the whole of London.

The goals of the draft Transport Strategy are: supporting economic development and population growth; enhancing the quality of life of all Londoners; improving the safety and security of all Londoners; improving transport opportunities for all Londoners; reducing transport’s contribution to climate change and improving its resilience and supporting delivery of the London 2012 Olympic and Paralympic Games and its legacy. Each of these goals is covered in a section of this leaflet, following a summary of the proposed key improvements.

# Key improvements

## Introduction

The draft Transport Strategy sets out an ambitious vision for transport in London, while recognising that TfL has to operate within increasingly tight funding constraints. Within this context it is crucial that we make sure we get the most from London's transport system, and that it supports Outer London as much as other areas of the Capital.



The policies and proposals contained in the draft Strategy all contribute to realising the Mayor's vision for transport in London by working to improve the existing transport system as well as through enabling the introduction of new schemes and ideas.

## Transforming the Tube

The Tube was the first metro system in the world, with some of its infrastructure dating back to the 1860s. It plays a critical role in getting people around London. After decades of under-investment, the Tube is undergoing a major programme of renewal, rebuilding and refurbishment. By the end of this programme, there will be as much as 30 per cent more capacity, more stations with step-free access, a fleet of new air-conditioned trains and modern signalling systems. In the longer term, extensions to Tube lines such as the Northern and Bakerloo are envisaged.

## Enhancing rail

London will see some major improvements in rail provision over the next 20 years. Firstly, Crossrail will provide a new east-west link across London, enabling 1.5 million people to get to the city within 60 minutes and reducing crowding on the Tube. Meanwhile the Thameslink line will be massively upgraded and provide a better north-south link through Central London.

The suburban rail network also plays a huge role in getting people around London. The Mayor wants to work with Network Rail and the train operating companies to maximise the potential of suburban rail in London by integrating it better with TfL services, ensuring that operating hours and standards of both services and stations are equal to those on the Tube, making it easier to transfer between services, enabling payment by Oyster card and providing new and improved interchanges and stations.

With all this, and the transformation of the London Overground, extensions to the DLR and more carriages on both DLR and Tramlink, London will be better connected than ever by rail.

## The cycling revolution

The Mayor aims to deliver a cycling revolution in London by improving infrastructure (such as more secure cycle parking and special cycle routes), providing better information and training and by using his planning powers to make cycling an easier and more attractive option.

The Mayor's Cycle Hire Scheme proposals for Central London will provide around 6,000 bicycles at 24 hour cycle stations every 300 metres, and coverage could be extended further in the future.



A network of Cycle Superhighways will encourage people to ride into Central London along direct, clear routes with other cyclists. The Mayor is also proposing to encourage cycling in Outer London through cycle hubs and is inviting boroughs to become 'Biking Boroughs', to help create a local culture of cycling, focusing on town centres and key trip destinations.

### Making walking count

Most journeys involve at least some walking, and a quarter of all journeys in London are made on foot. Encouraging people to walk more has benefits not only for their health and wellbeing, but also for the environment, economy and community.

The Mayor proposes to improve the quality and provision of information and resources to facilitate more walking journeys, and to improve the urban realm to create safer, more comfortable and attractive conditions.

### Improving London's buses

The bus is the workhorse of London's transport system, and carries more passengers than any other public transport mode. The Mayor proposes to provide passengers with better information about when their next bus is going to arrive and improve the integration of the bus network with other modes. He also plans to introduce a New Bus for London based on the Routemaster, and ensure that all buses entering service from 2012 have environmentally friendly engines.



## Better information

Providing Londoners with better information to help to plan their journeys is a key part of the draft Strategy. Often the most environmentally friendly travel choices are also the quickest, most convenient and cost effective ones. Better information, including local journey planning tools and smarter travel initiatives, will enable people to know when it is quicker or easier to walk or cycle rather than use a car (or even a bus or the Tube). Additionally, TfL will keep people updated with more real-time information through mobile phone technology and the internet as well as more information as they travel on public transport.



## Easier interchange

London is criss-crossed by a web of railways, bus routes, Underground lines, walking and cycle paths, roads, and river services. The Mayor wants to make it as convenient and pleasant as possible to make connections between these services, and proposes enhancements at rail, Underground and bus stations. The Mayor also wants to improve travel between places in Inner and Outer London so that journeys that don't need to go through Central London don't have to.

## Better streets and improved environment

Roads are a key element of London's urban realm and cleaner vehicles can play an important part in improving people's surroundings as well as benefiting the wider environment. Encouraging the uptake of low emission vehicles, such as electric cars and vans, is a key Mayoral priority and it is proposed that by 2015 there will be 25,000 electric vehicle charging points to support this.

The Mayor believes that a well designed built environment can bring people and communities together, encourage physical activity and recreation, restore a sense of pride and attract businesses and jobs.

To this end he will seek to protect and enhance the urban realm, with a series of 'better streets' schemes in Central London and London town centres. These will encourage pedestrians and vehicles to interact in a new and balanced way, negotiating with one another rather than being dictated to by signs, railings and traffic infrastructure that can create unnecessary severance.

## Facilitating freight

The efficient movement of goods within London is vital to the economy. Deliveries by road will continue to be important, but the Mayor also wants to see the rail network and river used to their full potential. New facilities allowing transfer between road and rail freight will be built in the Thames Gateway and elsewhere in London. The Mayor will balance the needs of business to access centres across London with the aim of smoothing traffic and reducing the impact on residents. Local freight transport schemes and new ways of delivering goods, using cleaner vehicles, and centres to enable the transfer of freight will all be encouraged.



## Making better use of the Thames

The River Thames has shaped London's history and still defines its character today. But its huge potential as a conduit for people and goods is nowadays underused. The Mayor wants to change this by introducing Oyster card on all river services and by raising their standards, introducing more stops for services and promoting the use of the river for transporting freight.

At the same time, the Mayor intends to help reduce the impact of river services on the environment.

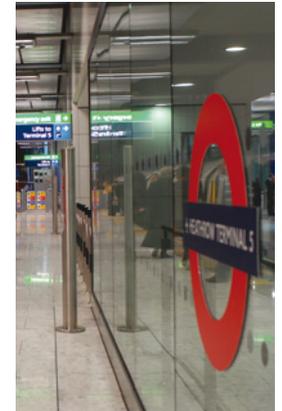
## But more may need to be done

Despite these significant planned improvements in transport infrastructure, services and facilities, expected increases in population and employment mean that the demand for travel and transport in London is likely to continue to outstrip supply for the foreseeable future. This means that congestion will still affect many journeys, and that public transport will remain crowded at peak times. The draft Strategy therefore highlights that there might be a role for managing demand through fares, information and a fair system of road user charging.

# Economic development and population growth

## Context

It is expected that by 2031 there will be a substantial increase in the number of people living and working in the Capital. London makes a vital contribution to the UK economy and is essential to the wider south east of England, which is the fastest growing part of the country. The provision of reliable and efficient transport is key to the continued success of the London and UK economies.



## What are we proposing?

**Smoothing traffic and tackling congestion** – congestion on London's roads damages business and costs about £2bn per year in lost time. This delay and disruption also has negative implications for air quality and CO<sub>2</sub>. New traffic control systems, road improvements and roadworks coordination will help to smooth the flow of traffic, manage congestion and make journey times more reliable.

**Congestion Charging Western Extension** – following an informal public consultation, the Mayor is minded to remove the Western Extension of the Central London Congestion Charging zone. The measures outlined above will also contribute to smoothing traffic in this area.

**World-class rail** – the Mayor supports the development of a national high-speed rail network which will provide a better, faster service between London and other major UK cities, including a high speed service between London and the Midlands. Record levels of funding in London’s rail network will see the introduction of Crossrail and more capacity on the north-south Thameslink service, with the potential for further rail improvements across London in the medium term. Additionally, the Mayor will work with Network Rail and others to improve ambience, amenities and way-finding at all stations around London, particularly at suburban stations.



**Less crowded and more reliable public transport** – investment in buses, Tube line upgrades, improvements to suburban rail and road maintenance will improve reliability and maximise value for money for tax and fare payers. Upgrades are planned on the Jubilee, Victoria and Northern lines in the short term, and the District, Circle, Hammersmith & City, Metropolitan and Piccadilly lines in the medium term, with the Bakerloo line upgrade planned to follow. In addition, extensions to Tube lines are envisaged in the longer term.

**Meeting local challenges** – TfL and the Mayor are working with London boroughs to identify key transport issues in their areas. Priorities include improving access to Outer London town centres, improving the connections between town centres and residential areas, reducing congestion and generally making it easier to make journeys that are more direct.

**Thriving airports** – although the Mayor is resisting further expansion at Heathrow, he recognises that more airport capacity is needed in the south east. Improvements to road and public transport access to London airports are proposed, along with consideration being given to the potential benefits of additional capacity elsewhere in the south east.

**Thinking differently about travel** – encouraging a switch to public transport, cycling and walking will help the environment and reduce congestion. Better integrated systems with enhanced interchanges will help get the most from what we have. Locating homes, services and employment opportunities together and encouraging the use of new technology, which will enable more people to work and shop from home, will help reduce the need to travel.

### **What does this mean for me?**

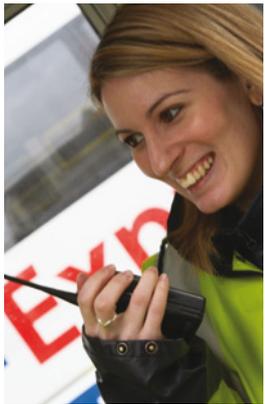
- Journeys within the UK, including to and from airports, will be **faster and more direct**
- A faster, less crowded and more accessible public transport system will mean **better access** to jobs, health services, education and leisure activities
- Improving transport connections – particularly between town centres, will make it **easier to get around** in Inner and Outer London
- Tackling congestion will help **improve the journey time reliability for freight and deliveries**

# Quality of life

## Context

Transport and its impact on the urban realm can affect people's quality of life in many ways. Journeys can be comfortable and smooth or slow and unreliable – this has an impact on the quality of people's day to day lives. The effects of pollution and noise can have a significant impact on people's health and wellbeing. This draft Strategy shows how the Mayor plans to tackle these issues.

## What are we proposing?



**Improving the travel experience** – raising standards of cleanliness, facilities and staffing levels on the public transport network will enhance people's journeys. Other measures including cooling the Tube network where feasible and affordable, improving the provision of information to help people plan their journeys and promoting a commonsense approach to enforcement on the roads will also improve the travel experience.

**Enhancing London's environment** – reducing clutter caused by signs and road markings, introducing 'shared spaces' where users are influenced by consideration for one another rather than by physical barriers, making the most of opportunities to introduce green spaces and encouraging people to get involved in improving their areas will contribute towards better streets so that people can enjoy walking and cycling more.

**Improving air quality** – improving the emissions performance of buses, taxis and vehicles operated by the GLA family and boroughs will set an example for others to follow. The Mayor will promote the uptake of cleaner vehicles, particularly electric vehicles, and additional measures to improve air quality at specific 'hotspots' are being considered. Air quality will also continue to benefit from the ongoing operation of the London Low Emission Zone (LEZ). For vans and minibuses, the Mayor proposes to defer the implementation of Phase 3 of the LEZ from 2010 until 2012 to reflect the current economic conditions.



**Reducing noise** – putting up barriers to deflect noise in residential areas near railways and roads, considering alternatives to road humps (which often result in noisy acceleration and braking), promoting smoother driving by individuals and organisations, encouraging the use of quieter lorries and promoting boroughs and others to purchase quieter vehicles will all reduce noise pollution in London.

**Improving the health impacts of transport through active travel** – the uptake of physically active modes of transport will be promoted through information campaigns, travel planning, training and improved infrastructure including cycle hire schemes and Cycle Superhighways. Ensuring that new developments are planned in such a way as to increase the attractiveness of walking and cycling is also important.

## What does this mean for me?

- Better information will make journeys easier to **plan**
- Streets will be more **open and less cluttered**
- Reduced emissions will provide **cleaner air** and make London a **more pleasant and healthier place**
- Noise will be better controlled, meaning **more peace and quiet** at home, at work and on the move
- Cyclists and pedestrians will be assisted by **better infrastructure and information**, leading to **better health and environmental benefits**



## Safety and security

### Context

Crime, the fear of crime and anti-social behaviour are barriers that can put people off using London's transport system. TfL and its partners have worked hard to reduce these obstacles, but there is still work to do. The Mayor knows that feeling safe while cycling, walking, or using the bus, Tube or rail is a very important part of the journey experience.

It is also vital to do everything possible to keep people safe from accidents when they are using the roads or public transport. Great progress has been made over the last decade. The number of people killed or seriously injured on London's roads has fallen by more than 40 per cent since 1998. The Mayor is committed to building upon such improvements.



Preparing well for major incidents, including unplanned events or bad weather, is an important part of responding to such incidents if they do occur.

### What are we proposing?

**Joined-up policing** – an effective way to fight crime is to work together and so the Mayor and TfL will work with the police to implement an integrated reporting system for anti-social behaviour, crime and disorder on the transport system.



**Priority policing** – levels and types of crime vary across the network. It is therefore important that the police are in the right place and transport staff are visible and available to help. The Mayor also recognises that travellers can feel especially vulnerable at night and so TfL will continue to improve the safety of late night travel options.

**Designing out crime** – streets and passages, stations and bus stops that are poorly lit and run-down can be intimidating. However, careful design and good use of technology can change this. New design, particularly the use of good lighting and well-positioned CCTV and help points, will encourage greater use and make everyone feel safer. Again, the Mayor, TfL and other partners, including the police and train companies will work together, to make sure that facilities are well maintained.

**Improving road safety** – the Mayor will promote balanced streets and improved urban realm to make the roads physically safer, particularly for vulnerable users such as pedestrians and cyclists, and will provide more advice on staying safe on the roads, such as road safety campaigns aimed at young people.

**Keeping public transport safe** – public transport in London is already very safe and accidents are rare, but the Mayor is committed to ensuring that high standards are maintained and improved.

## What does this mean for me?

- The police and transport staff will be more **visible and accessible**
- Streets and transport facilities will be **designed to prevent crime, encouraging more people to use them so people feel safer**
- People will be able to get **information** on how to be **safer on the roads** whether driving, walking or cycling



# Transport opportunities for all

## Context

Access to the public transport network is generally good for most Londoners, with 95 per cent of people living within 400 metres of a bus stop. But while many enjoy a much higher level of access to jobs and services than anyone else in the UK, accessing essential services is still easier for some people and from some parts of the Capital than others. Despite improvements to the transport system, it can also be difficult for disabled, hearing-impaired, visually impaired, learning disabled or older people to use public transport.



## What are we proposing?

**A more accessible transport system** – the draft Strategy promotes a ‘whole journey approach’ and seeks to improve all dimensions of journeys including information, enhanced customer services and better interchange. The number of rail and Tube stations with step-free access will also be increased.

**Integrated city planning** – ensuring that new housing and employment is located in areas with good public transport, or where new public transport can be easily introduced will improve accessibility.

**Tailored information** – better information will enable all passengers to plan their journeys across London and remove barriers to travel for those who experience mobility, hearing, learning or visual impairment.

**Improved assistance** – making staff more available and improving their training will ensure that the access needs of older passengers and disabled people are understood by all frontline staff, particularly bus drivers and station staff.

**Affordable fares** – keeping public transport fares under review and offering concessions to those most in need will ensure fares are affordable for both passengers and TfL.

**Targeting transport investment to support regeneration** – prioritising measures in London’s most deprived areas as well as areas of growth will maximise the benefits of regeneration and provide new links to places.



## What does this mean for me?

- **New homes and employment** will be located close to the public transport network wherever possible
- More stations will have lifts and/or ramps so that they can be **accessed without using steps**
- People will be able to **plan their journey** using planning services that recognise that different passengers have different needs
- **Staff will be more visible** and will receive training to better assist people with specific needs
- Fares will be set at levels that offer value for money but that also support a world-class transport system, with **concessions for those most in need**
- Disadvantaged areas of London will receive **further investment in transport** to improve links and support regeneration



## Climate change

### Context

The climate is changing. Without urgent action to reduce emissions of greenhouse gases, the effects of climate change could be devastating. It is London's responsibility as a world-leading city to show the way in tackling climate change and deal effectively with the changes that are already affecting the Capital.

The Mayor has committed to a target of a 60 per cent reduction in London's CO<sub>2</sub> emissions by 2025, compared to 1990 levels. Currently, ground-based transport accounts for just over a fifth of London's greenhouse gas emissions. Given the growth in population and employment that is expected in London, it is clear that achieving this target will require significant changes – both in the way that the transport system operates and the way that people travel.

### What are we proposing?

**Being more efficient** – choice of vehicle, smoother driving and better maintenance can all help to reduce emissions. The Mayor will be working with the London boroughs and others to encourage freight, businesses and individuals to make more sustainable transport choices.

**Supporting the use of different technology** – switching to low carbon transport, for example, electric cars and freight vehicles, will be easier with the introduction of new charging points. There is also potential for technologies such as the internet to reduce the need to travel.



**Making smarter choices** – the Mayor, TfL and London’s boroughs will work together to support, promote and improve low CO<sub>2</sub>-emitting transport including public transport, walking, cycling and better use of rail and the river for people and freight. If necessary, the Mayor would consider road pricing to manage demand, provided schemes could be tailored to local conditions and be regarded as fair.

**Being prepared** – the Mayor, TfL and others will work to ensure that the transport system is able to cope with the changing climate. New circumstances will require new ways of designing and constructing public spaces and transport to withstand the impacts of climate change. It will never be possible to eliminate all risks posed by changing conditions, but preparing in this way should put London in a strong position to deal with these challenges.

## What does this mean for me?

- **Improved management of the road network** will mean smoother traffic flows – helping to contribute to reducing emissions
- The introduction of 25,000 new electric vehicle charging points in London by 2015 means that there will be a **more viable option for drivers** wishing to choose an environmentally friendly vehicle
- Schools and/or workplace smarter travel plans will make it easier to **plan journeys door-to-door using public transport, walking, cycling or car share**
- **10,000 more trees** on London’s streets by 2012 and two million more trees in London by 2025 will help with the need to clean the air and address climate change

# London 2012 Olympic and Paralympic Games

## Context

The 2012 Games present a huge transport challenge, with more than 7.7 million tickets available and over 800,000 spectators expected on the busiest days. There will also be around 70,000 competitors, officials and media people needing to get to venues across London.



## What are we proposing?

The Mayor is committed to making the 2012 Games the most accessible, inclusive and environmentally friendly games ever. He will work with the Olympic Delivery Authority (ODA) and others to ensure that the impact of the Games on Londoners' everyday

activities is minimised and that businesses can continue to operate. TfL and others are delivering a number of key schemes that will support every spectator in travelling to the Games by public transport, cycling or on foot.

The transport investment to support the London 2012 Olympic and Paralympic Games, including upgrades to the London Overground, and a new branch of the DLR, will enable continued regeneration and growth. This will provide a lasting legacy for London, with people using new routes and modes to make their journeys.

# Impacts of the Strategy

The draft Mayor's Transport Strategy seeks to improve travel across all parts of London – Central, Inner and Outer.

Upgrades to the Tube network and extensions to some lines, the implementation of Crossrail and the Thameslink enhancements, plus improvements to the National Rail system and making better use of the Thames will collectively reduce crowding on public transport by 40 per cent compared to today's levels, despite huge increases in population and employment projected over the lifetime of the Strategy.



High quality information, more attractive and safer streets, new infrastructure and better facilities will bring about a revolution in cycling – a 400 per cent increase from 2000 – encourage more people to walk and result in fewer accidents.



The continuing programmes of station upgrades, line extensions, and increased frequency of services on the Tube and rail will increase accessibility across London and bring 50 per cent more jobs within a 45 minute journey on public transport.



Incentives for sustainable travel, the uptake of new technology and other measures will bring about a 25-30 per cent reduction in PM<sub>10</sub> emissions, a 50-55 per cent reduction in NO<sub>x</sub> emissions (by 2015), and a 30 per cent reduction in CO<sub>2</sub> (by 2031), addressing London's air quality problems and reducing emissions of CO<sub>2</sub> to help London to play its part in combating climate change.

Bringing suburban rail standards into line with TfL services and making it easier to transfer between modes will make it easier to get around the city, while better managed roads will result in more predictable journeys.

## Next steps

The consultation is taking place 12 October 2009 – 12 January 2010. TfL will analyse the responses submitted and present the results to the Mayor.

To register your views on the draft Mayor's Transport Strategy, please fill out and return the questionnaire at the end of this leaflet, or respond online at [london.gov.uk/shaping-london](http://london.gov.uk/shaping-london)

Subject to the outcome of the public consultation, the Mayor's Transport Strategy is expected to be published in spring 2010.

TfL's Business Plan will be revised annually (the next publication will be in late autumn 2009) to reflect the Strategy priorities. During 2010, London boroughs will be invited to draft their Local Implementation Plans (LIPs). LIPs demonstrate to the Mayor how boroughs will tackle their local priorities and contribute to the outcomes of the Strategy.

In addition, some of the proposals detailed in the Mayor's Transport Strategy will require further statutory consultation if the Mayor decides to proceed with them. Once the Strategy is published, the Mayor will need to consult on more detailed proposals for the removal of the Western Extension (WEZ) and deferring Phase 3 of the Low Emission Zone to 2012.



## Q1 Questions about you

Do you live in London?

- Yes     No

What is your home postcode?

Do you work in London?

- Yes     No

What is your work postcode?

In what capacity are you responding to this consultation?

**PLEASE TICK ONE:**

- As an individual  
 As a representative of a business or organisation

Are you:

- Male     Female

What is your ethnic background?

**PLEASE TICK ONE:**

- Asian/Asian British  
 Chinese  
 White  
 Black/Black British  
 Mixed ethnic background  
 Other ethnic group

What is your age group?

**PLEASE TICK ONE:**

- Under 16  
 16-24  
 25-44  
 45-64  
 65+

## Q2 Transport for London is proposing a range of measures to improve travelling in London; for each category listed below please tick those that you consider would bring most benefit:

### Tube

- Providing air conditioning on trains  
 Expanding step free access  
 Building more Tube lines  
 Providing more frequent trains  
 Delivering a more reliable service  
 Other (PLEASE SPECIFY)

### Rail

- Enabling passengers to use Oyster pay as you go across all rail in London  
 Providing more capacity on the DLR and Tramlink  
 Building more rail lines  
 Improving the cleanliness, security and quality of suburban rail stations  
 Creating an improved service for Inner and Outer London  
 Other (PLEASE SPECIFY)

### Interchange

- Reducing the need to come in to central London to interchange for journeys to other places  
 Improving the design and quality of areas around stations and termini  
 Redesigning stations to provide more capacity  
 Providing more facilities to drop off car passengers so they can continue their journey by public transport  
 Other (PLEASE SPECIFY)

### **Cycling**

- Providing more secure cycle parking
- Introducing specially designated Cycle Superhighways
- Introducing Cycle Hire Schemes
- Providing more cycle training
- Other (PLEASE SPECIFY)

### **Walking**

- Providing more information about journeys that could be undertaken by foot
- Improving the quality and design of streets
- Improving signs and other information to help people find their way better
- Tackling crime and fear of crime
- Improving pedestrian access to stations and improving safety in surrounding areas
- Other (PLEASE SPECIFY)

### **Buses**

- Providing more information at bus stops
- Developing a New Bus for London
- Phasing out the bendy bus
- Ensuring all new buses from 2012 have environmentally friendly engines
- Other (PLEASE SPECIFY)

### **Information**

- Providing travel planning and guidance to assist people in deciding how to travel
- Enhancing the provision of up to the minute information, for instance online and by text message
- Improving the travel information assistance provided at stations
- Introducing journey planning tools which are focused on specific areas, eg town centres
- Building consistent signage and information for cyclists and pedestrians
- Other (PLEASE SPECIFY)

### **Better streets**

- Encouraging the uptake of low emission vehicles
- Removing unnecessary signage and clutter
- Introducing shared space schemes to improve the look and feel of streets and make them safer
- Using high quality and attractive materials for pavements and streets
- Other (PLEASE SPECIFY)

### **Freight**

- Promoting use of the Thames and other waterways for freight
- Encouraging out-of-hours delivery
- Building more centres to transfer freight to cleaner vehicles for local deliveries
- Other (PLEASE SPECIFY)

### **The Thames**

- Introducing Oyster on passenger services
- Raising service standards and making them consistent with other public transport
- Introducing more stops
- Providing more environmentally friendly boats
- Other (PLEASE SPECIFY)

PLEASE TURN OVER. THE QUESTIONNAIRE IS CONTINUED OVERLEAF.

**Q3** Additionally, there are some particular issues we would like your opinion on; please consider the following two questions:

**Demand management**

Despite all the improvements outlined in the draft Strategy, increasing population and demand for travel mean congestion and CO<sub>2</sub> emissions might still be a significant problem for London. The draft Strategy proposes that in this case it may be necessary to consider a fair system of road user charging to reduce congestion.

To what extent do you agree or disagree that a fair system of managing demand for road use should be used if necessary?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know

**Western Extension of the Congestion Charging scheme**

The draft Strategy proposes to remove the Western Extension of the Congestion Charging scheme after introducing measures (including improved traffic control systems and a Roadworks Permit Scheme) to mitigate as far as possible the impact of its removal.

To what extent do you agree or disagree with the proposal to remove the Western Extension?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know

**Q4** Any additional comments about any aspect of the draft Mayor's Transport Strategy

**Data protection statement**

TfL and the Mayor of London will use the information you have supplied in response to this consultation only for the purpose of assessing the proposals. Responses may be made publicly available. However, personal details will be kept confidential. You do not have to provide any personal information, but this information will help TfL to understand the range of responses. For examples, responses may be analysed by postcode areas to identify local issues.