The Mayor's Transport Strategy – Public Consultation

Draft Report

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EXECUTIVE SUMMARY

Introduction and Background

This report is on the public, business and Other Organisation responses received as part of the public and stakeholder consultation on the new draft Mayor's Transport Strategy (MTS).

The first phase was a consultation with the London Assembly and Functional Bodies on a 'Statement of Intent' for the new draft MTS. This took place in summer 2009.

The second phase of consultation on the new draft MTS is with public and stakeholders, and took place between 12 October 2009 and 12 January 2010. Accent accepted for analysis all responses received up to 20 January 2010; those received after this date were forwarded to TfL for separate analysis.

Response

There were 5,578 responses to the consultation received by January 2010.

- Paper questionnaires   2,937
- On line questionnaire   2,011
- Open responses:
    - Other organisations[1]   55
    - Businesses   24
    - General public   551
- **Total**   **5,578**

Responses from Questionnaires

The main body of the questionnaire invited respondents to identify which measures to improve travelling in London would bring most benefit. These measures were grouped into 10 themes, as set out below:

- Tube   91%
- Rail   88%
- Buses   83%
- Walking   81%
- Interchange   80%
- Better streets   77%
- Cycling   73%
- The Thames   73%
- Freight   72%
- Information   71%

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[1] 'Other Organisations' were those organisations that responded to the public consultation exercise on behalf of the interests of a wider group.

Across these ten sections the ten most ticked measures are shown below along with the sections they are in. Percentages show the proportion of respondents selecting this option.

Section	Response	%
Rail	Enabling passengers to use Oyster pay as you go across all rail in London	54
The Thames	Introducing Oyster on passenger services	51
Interchange	Reducing the need to come in to central London to interchange for journeys to other places	50
Tube	Delivering a more reliable service	49
Freight	Promoting use of the Thames and other waterways for freight	49
Walking	Tackling crime and fear of crime	47
Better streets	Removing unnecessary signage and clutter	47
Tube	Providing air conditioning on trains	44
Freight	Encouraging out-of-hours delivery	43
Buses	Providing more information at bus stops	42

Demand Management

The questionnaire asked whether respondents agreed that a fair system of managing demand for road use should be used if necessary. Overall, 39% agreed and 29% disagreed.

Figure 1: Whether agree or disagree that a fair system of managing demand for road use should be used if necessary
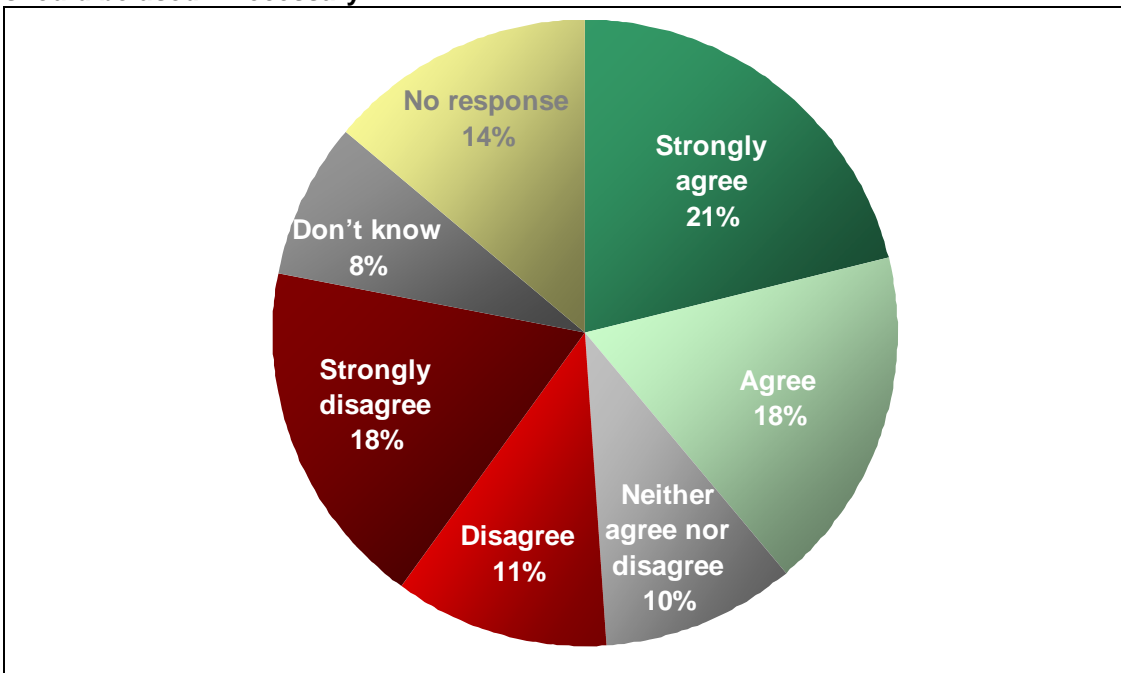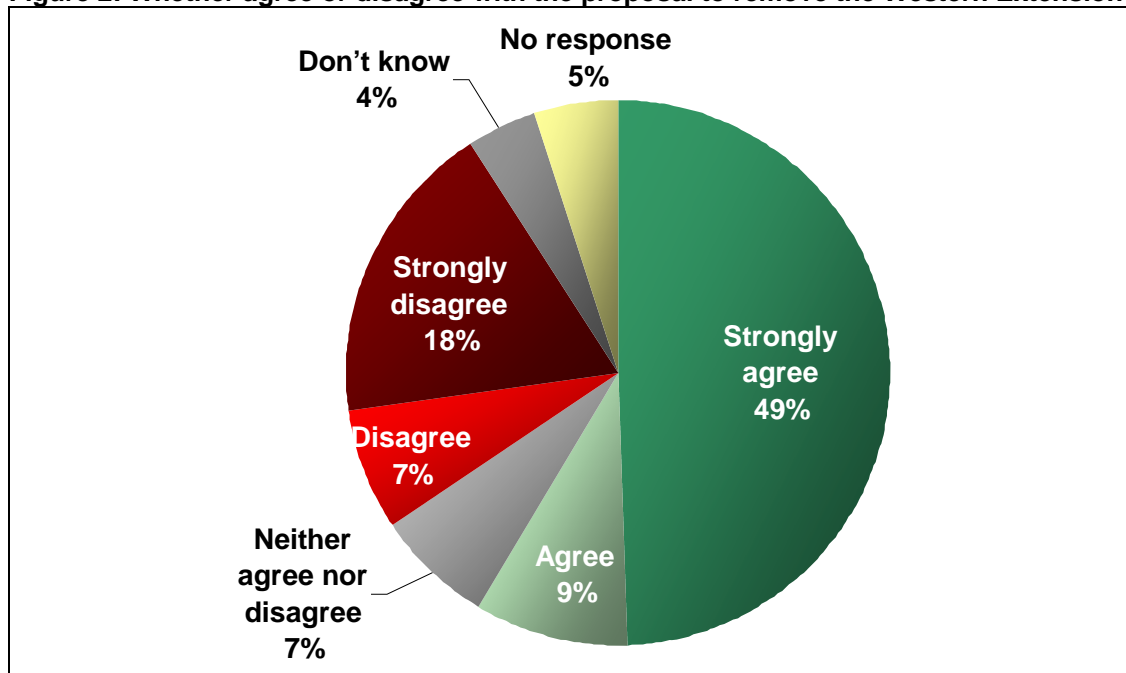

Base: 4,948 all questionnaire respondents

Western Extension (WEZ) of the Congestion Charging Scheme

The questionnaire also asked whether respondents agreed or disagreed with the proposal to remove the Western Extension. Overall, over half (58%) of all questionnaire respondents agreed to the proposal to remove the Western Extension. A quarter of the consultation respondents disagreed.

Figure 2: Whether agree or disagree with the proposal to remove the Western Extension

Don't know 4%
No response 5%
Strongly disagree 18%
Disagree 7%
Neither agree nor disagree 7%
Strongly agree 49%
Agree 9%

Base: 4,948 all questionnaire respondents

General Public – 'Open' Responses

The 551 respondents made 2,347 codeable comments, an average of 4.3 per respondent.

For the general public the five topics most frequently commented on were[2]:

- Fares and ticketing
- Opposes removal of WEZ
- CO_2 emissions general
- Supports removal of WEZ
- Road safety.

Business 'Open' Responses

For the 24 business responses the four topics most frequently commented on were[3]:

- Financing transport schemes
- Integrating London's transport system and services
- Surface access to airports and High Speed 2 rail
- Crossrail 1 & 2.

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[2] See Table 34: Comments made by general public respondents

[3] See Table 35: Comments made by business respondents

Other Organisations

For the 55 Other Organisations the five[4] topics most frequently commented on were[5]:

- physical accessibility improvements eg step-free tube, bus ramps
- bus service/route issues
- CO_2 emissions general
- Financing transport schemes
- Orbital connectivity.

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[4] The following two categories for comments that could not be coded under a theme were fourth and fifth 'Other - better streets/roads' and ' Other – rail'. We show the top five specific areas

[5] See Table 33: Comments made by Other Organisations

1. INTRODUCTION

1.1 Background

The Mayor of London, Boris Johnson, has decided to produce a new Mayor's Transport Strategy (MTS), which is the principal policy tool through which the Mayor exercises his responsibilities for the planning, management and development of transport in London. The development of this strategy has been delegated to Transport for London (TfL), although the Mayor retains responsibility for the approval of the documents consulted upon. TfL has also been delegated responsibility for undertaking the necessary consultation exercises.

In line with statutory requirements, two phases of consultation were required before the Mayor could publish a revised Transport Strategy. The first phase was consultation with the London Assembly and Functional Bodies on a 'Statement of Intent' for the new draft MTS. This took place in summer 2009.

The second phase of consultation on the new draft MTS was with public and stakeholders, and took place between 12 October 2009 and 12 January 2010. TfL commissioned Accent to analyse and report on the public, business and other organisation responses received during this phase of the consultation. TfL officers analysed responses from stakeholders and their analysis will be presented in a separate Report to the Mayor.

Following the completion of this consultation, and the Mayor's consideration of the responses received, it is anticipated that a new MTS will be in place in Spring 2010.

This report is on the qualitative and quantitative analysis of the public representations (comprising public, business and other organisations' responses) received during the public consultation on the MTS.

1.2 The MTS

The MTS is the principal legal tool through which the Mayor exercises his responsibilities for the planning, management and development of transport in London. The MTS supports the London Plan, provides the context for the more detailed plans of the various transport related implementation bodies and constitutes the overall policy framework within which London transport services are planned and delivered.

As set out in the Greater London Authority Act 1999 the MTS should contain policies for "*the promotion and encouragement of safe, integrated, efficient and economic transport facilities and services to, from and within Greater London*" and proposals for securing the facilities and services (both people and goods) needed to implement the Mayor's policies over the lifetime of the Strategy. The Act also requires that the following four cross-cutting themes are addressed to:

- promote improvements in health (including mitigating detriments to health)
- promote the reduction in health inequalities
- contribute to the achievement of sustainable development
- contribute towards the mitigation of, or adaptation to, climate change.

The MTS must also include an Accessibility Plan and timetable and requires the Mayor to consider the promotion of equality and to have regard to the River Thames in the development of the Strategy.

This is the first new MTS since the original one was published in 2001 and was twice revised. These revisions took place in 2004 and 2006 to enable the Western Extension to the Congestion Charging Zone (WEZ) and the introduction of the London Low Emission Zone (LEZ) respectively.

A new MTS is required, rather than further revisions to the 2001 MTS, as the future major challenges for transport in London cannot be adequately addressed within the current MTS. Further drivers for a new MTS are the recent changes in political direction for London with the election of Boris Johnson in May 2008; London's successful bid to host the 2012 Olympic and Paralympic Games; the commencement of work on Crossrail; and the implementation of the Public Private Partnership for work on the Underground.

In addition, as set out in the public consultation draft MTS, the continued growth of London post-2017 will put greater pressure on the transport system and present challenges in terms of road congestion, air quality, CO_2 emissions and quality of life. The investment set out in TfL's ten year Business Plan as published in November 2008, and the government's High Level Output Strategy for railway investment and service improvements for the period 2009-14 (HLOS 1) will deliver significant benefits in terms of increased capacity and service improvements, but will not address all of the challenges facing London.

The draft MTS sets out policies and proposals for transport in London to 2031. It is structured around six overarching goals:

- supporting economic development and population growth
- enhancing the quality of life for 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
- supporting delivery of the London 2012 Olympic and Paralympic Games.

1.3   The Consultation

The Mayor's Vision for London

The new MTS is being developed in parallel with the revision of the London Plan (the Mayor's spatial strategy for London) and the Economic Development Strategy, using a shared evidence base. This alignment provides an opportunity to facilitate the integration of strategic land use, transport and economic development planning decisions affecting London. The three documents together set out an integrated 'Strategy for London' with a single, long-term vision for the Capital.

The MTS will support the Mayor's vision for London, as set out in the initial proposals for the London Plan. Hence, the Transport Strategy Statement of Intent, which was consulted on during the consultation with the Assembly and Functional Bodies in

summer 2009, outlined potential land-use and economic development options for London, as well as the potential transport approaches.

As far as possible, the consultations for the three strategies have been aligned, although the London Plan is subject to different legal requirements (including an Examination in Public) which affect its timetable.

The development of the London Plan and, by extension the MTS, has been informed by the findings of the Outer London Commission, which was set up by the Mayor early in 2009 to explore the land-use options for encouraging greater economic growth in outer London. In its interim report of July 2009, the Commission recommended that, while growth should be supported in outer London town centres, this should be focused on existing town centres rather than a smaller number of strategic 'hubs'. The public consultation draft of MTS therefore included policies and proposals to support further growth around town centres and corridors, as well as other growth and intervention areas as identified in the London Plan.

Soon after the public consultation on the draft MTS began, the Mayor made his annual announcement on the fare levels for 2010. In November 2009, TfL published its annual update to the ten year Business Plan (2009/10-2017/18).

The Consultation phases: with Assembly and Functional Bodies; with public and stakeholders

There were two phases of statutory consultation associated with the preparation of a new Strategy. In the first phase, the Mayor was required to consult the London Assembly and the four Functional Bodies (the London Development Agency, the London Fire and Emergency Planning Authority, the Metropolitan Police Authority and TfL) before undertaking wider consultation. The Mayor was also under a duty to consult with the Olympic Delivery Authority (ODA). For the first phase of the consultation, TfL, on behalf of the Mayor, produced a draft MTS Statement of Intent, which set out the guiding principles and broad policy statements for the development of the new MTS. This consultation phase lasted eight weeks and took place between 18 May and 13 July 2009. Responses from other organisations and the public were also accepted.

TfL presented its analysis of these responses in its Report to the Mayor of October 2009. The Mayor also wrote to the Chair of the Assembly to identify which of the Assembly's submitted comments were accepted by the Mayor for implementation in the strategy and which were not, and set out the reasons why any comments so submitted were not accepted. Both the Report to the Mayor and the Mayor's Statement to the Chair of the Assembly may be downloaded from:
http://mts.tfl.gov.uk/Read-the-strategy/Supporting-documents.aspx

The second phase of consultation was with the public and stakeholders on a draft MTS, which incorporated changes made as a result of the Assembly & Functional Bodies consultation. The consultation took place between 12 October 2009 and 12 January 2010. Extra time was added to the usual 12 week consultation period because of the holiday period. The following section describes how the consultation was promoted to the public and how they could respond. The remainder of this report presents Accent's analysis of the responses received from the public, businesses and other organisations.

Engagement with stakeholders, and the Assembly and Functional Bodies, was undertaken by TfL. An analysis of their responses, and recommendations to the Mayor, can be found in TfL's Report to the Mayor, to which the present Report is an appendix.

Process for Public & Stakeholder Consultation

In order to make good use of resources, and to effectively communicate the Mayor's overarching Vision for London, much of the communication activity for the MTS was integrated with the activities to raise awareness of the consultations on the London Plan and the Economic Development Strategy.

Accordingly, the consultations on the three strategies were branded together under the tagline 'Help Shape London's Future', and shared resources and approaches. The GLA hosted a dedicated website with a joint landing page for the three consultations at the following address: http://www.london.gov.uk/shaping-london/

Visitors to the site could read and download the full version of the draft MTS as well as view summaries and maps. Supporting documents were also available for download online: the Integrated Impact Assessment (IIA) of the draft MTS; the economic evidence base and documents related to the first phase of consultation on the Statement of Intent. TfL produced a public information leaflet with an integral questionnaire which could be downloaded from the website or requested from TfL's call centre. The questionnaire (which is reproduced in Appendix A of this report) presented a number of questions about the options for improvement to London's transport and also provided space for free text comments. The questionnaire could be detached from the leaflet and sent to Accent using a postage-paid address.

Respondents could also use this address for letter responses and an email address (mts@london.gov.uk) was also provided.

The questionnaire was also available to complete online, following verification of the respondent's email address. Respondents were asked to provide their email address before accessing the questionnaire; an automatic email containing a hyperlink to the questionnaire was then sent to the respondent. This process was intended to prevent automated submissions and also to enable monitoring for duplicate submissions.

In addition, 21 'Shaping London' roadshows were jointly run by TfL, LDA and GLA at venues around London. Members of the public could view the draft Strategies, pick up leaflets, complete and return the questionnaire and speak to officers about the consultations.

Editorial pieces were placed in a number of London titles to encourage people to take part in the consultation by visiting the Shaping London website to find out about the roadshows or complete the questionnaire online. There was also some advertising of the consultation in the London press. A poster advertising the consultation was placed in Tube stations and bus shelters in Zone 1, and leaflets were available from racks in selected Tube stations. Further information about the promotional activity for the consultation is provided in Chapter 2 of TfL's Report to the Mayor.

1.4 Objectives

The objectives of the Consultation were to inform Londoners and other interested parties about the Mayor's proposed strategy for transport, and seek their views on the policies and proposals contained within it. These views would then inform TfL's Report to the Mayor and any recommendations for amendments to the proposed revisions to MTS.

2.   METHODOLOGY

2.1   Introduction

This section describes the methodology of the processing and analysis of the responses to the consultation.

2.2   Nature of Responses to the Consultation

The following types of submissions were received:

- Paper questionnaires
- On-line questionnaires
- Open responses (ie letters or emails) from:
    – the general public
    – businesses
    – Other Organisations.

Any Stakeholder responses were forwarded to TfL for analysis by them.

2.3   Other Organisations Responses

'Other Organisations' were those organisations that responded to the public consultation exercise on behalf of the interests of a wider group; for example, local business representative groups, residents' associations etc.

2.4   Return of Responses

The paper questionnaires included a postage-paid address:

Mayor of London Transport Strategy
PO Box 65064
London
SE1P 5GE

As set out in Section 1.3 above, the paper questionnaire was available at roadshows, on request from TfL's call centre, and at certain Tube stations. It could also be filled in online at http://www.london.gov.uk/shaping-london/

- Web survey responses were collated by TfL and sent to Accent on a weekly basis by secure FTP

- Emails and letters that were sent to TfL were forwarded to Accent on a weekly basis;

- Responses were received throughout the consultation period – 12 October 2009 to 12 January 2010 – and up to 20 January 2010. Those received after this date were sent to TfL for analysis.

Logging

All responses were logged prior to processing and analysis.

- On receipt the responses were numbered and batched ready for coding and analysis;

- All responses were assigned a unique record number so that they could be identified in the data set;

- A different series of record numbers was assigned according to the source of the response: questionnaires, other organisations, business and public open responses.

Freedom of Information Act

All responses were opened within two days of receipt and initially checked to see if there were any requests for information under the terms of the Freedom of Information Act. The Freedom of Information Act gives people a general right of access to information held by or on behalf of public authorities, promoting a culture of openness and accountability across the public sector. If there were such requests these would have been immediately forwarded to TfL. There were no such requests.

2.5 Coding

The open response questions were individually analysed.

Most of these responses were written within the boxes provided in the questionnaire. Some respondents also attached a note with additional comments. These were included in the analysis and separately typed or scanned and appended to the appropriate questionnaire in the database.

The open responses were coded with up to four codes using a code frame. The initial code frame was developed after coding the first 1,000 questionnaires. A copy of the final code frame is included as Appendix B.

Obscene comments were coded 'rude/irrelevant'. General comments not relevant to the draft MTS were coded as irrelevant.

As a check on the consistency of coding staff and to ensure that all elements of responses were correctly coded and included, rigorous quality checks were applied. This included:

- a 10% back check of all coding undertaken
- a 10% back check of all data entry undertaken
- checking of the first 50 questionnaires coded for each coder.

Any errors identified as a result of miscoding were corrected.

Coding of Open Submissions

Open submissions from other organisations, the general public and businesses were received as letters (both handwritten and typed), emails, faxes, petitions and documents, some of substantial length.

All typed responses were scanned using optical character recognition (OCR) software and the responses proofed before being entered into the appropriate Microsoft Excel spreadsheet (ie other organisation, business etc).

The open text was then individually analysed to the code frame.

2.6 Code Frame Structure

The code frame (see Appendix B) was structured to follow the questionnaire with the following groups of codes for the free text sections of Q2 and Q3 as follows:

- Q2
  - A Tube
  - B Rail
  - C Interchange
  - D Cycling
  - E Walking
  - F Buses
  - G Information
  - H Better Streets
  - I Freight
  - J The Thames
- Q3
  - R Demand Management
  - O Western Extension

In addition, other categories of codes were created as follows:

L Taxis, private hire and coaches
M Airports/access to airports
N Environment, Air Quality & Climate Change (CO_2)
P Accessibility
Q Crime, Safety & Security
S Misc & Cross Mode Issues
T Links to other Strategies/Finances/General.

The appropriate code was used wherever the comment was made. In other words a comment about buses in the open text for the Tube question would be coded with the relevant bus code.

Therefore, 'irrelevant' would only be used for a comment completely unrelated to transport.

Format of Tables on Open Responses

In this report we report on the open responses in three distinct areas:

- Open responses to Q2 of the questionnaire
- Open responses to Q4 of the questionnaire
- Open submissions.

There was a different approach used in the format of the tables for reporting these three areas as described in the box below.

Table format for tables 12-14 (Open responses to Q2 of the questionnaire)
Open responses to Q2 were only made if respondents chose to tick the 'other' option for one or more of the improvements listed. Many respondents did not do this but did tick one or more of the improvements listed. Therefore, in the analysis of these comments we present them as proportions of those who made one or more comments.
Table format for tables 22-24 (Open responses to Q4 of the questionnaire)
This approach contrasts with the analysis of the open responses to Q4 where everyone was invited to make a comment. For Q4, therefore, we present the data as proportions of all respondents.
Note on table format for tables 33-35 (Open submissions)
Table 33 for Other Organisations and Table 35 for businesses show numbers and not percentages as the sample sizes are small. In table 34 we present the data as proportions of all general public respondents who submitted an open response.

2.7 Data Processing

All open responses from the paper questionnaires were typed into a Microsoft Access database along with the postcodes.

Open responses were then spell checked. To ensure that the integrity of the response was maintained, no changes were made to the grammar or content of submissions.

The data was exported into SPSS. Range and logic error checks and data edits were undertaken. Edit checks covered multiple responses to single code questions.

Analysis was undertaken using SPSS and output was in the form of tables (SPSS for Windows analysis files and Excel).

2.8 Context to the Analysis

It is important to note that the findings reported in this document are from a consultation and not an opinion poll or referendum. A consultation is intended to seek information and views relating to the proposal and is not intended to elicit representative samples of opinion.

With consultations there can be a tendency for responses to come from those more likely to consider themselves affected and more motivated to express their views. The nature of public consultation is that respondents are self selecting and therefore not necessarily representative of opinion across London.

2.9 'Independent' Campaigns

In terms of the questionnaires or open responses (letters or emails) received for analysis, the following independent campaigns were identified.

Portobello Road Market traders

There were 31 questionnaires returned which stated the questionnaire had been handed out in Portobello Road Market.

Questionnaires from Ibero-American respondents

208 questionnaires were received from respondents at the end of the consultation which sought to highlight their ethnic origin:

- 71 had 'ibero-american', 'latino americano' or 'latina americana' written in the ethnic background question (in the English-language version of the questionnaire)

- In the translated version of the questionnaire (Spanish or Portuguese language), a new question had been added on ethnic origin, with 'Hispano o portugués hablante' replacing 'Mixed ethnic background'. 137 questionnaires were received with this option ticked. Other than that the questionnaire was the same as the consultation questionnaire except that it did not have the question on whether it was a response from an individual or a business. These responses were entered onto blank questionnaires and included in the analysis. The open responses were in English and Spanish.

Campaign for Better Transport

There were 92 emails forwarded by Campaign for Better Transport. These included a number of emails which included the same text; for example, there were 24 emails which contained the following suggestions for the MTS:[6]

> *"• Keeps the western extension of the congestion zone. The western extension provides vital income for Transport for London and helps reduce traffic in the city but the Mayor intends to abolish it*
> *• Reverses the plan to increase bus and tube fares above inflation. The Mayor is planning to increase fares by RPI+2 every year. Keeping the western extension would help avoid such steep rises in fares*
> *• Contains a target for reducing traffic. Targets for reducing traffic have been dropped but they are essential to close the gap of two million tonnes a year between what the Strategy proposes and the Mayor's target of reducing emissions by 60% by 2025. This is in line with the Committee on Climate Change's call for traffic reduction year on year*
> *• Firmly commits to planning transport projects after Crossrail is completed, including expanding the tram network to provide more alternatives to the car in outer London."*

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[6] Each was treated as a separate response

Some others included a subset of these suggestions.

Other campaigns

There were 19 emails with the following text:

> *"Dear Boris,*
>
> *Why did you institute an above inflation increase for Transport for London services for the second year running?*
>
> *You appear to suggest that this is to plug a hole in Transport for London's finances, but why then did you scrap the Western Extension of the Congestion Charge (worth £70 million a year) and why did you scrap the levy on gas guzzling vehicles (worth £50 million a year)?*
>
> *Do you realise that your transport policies have resulted in the most affluent Londoners benefiting at the expense of ordinary Londoners?*
>
> *Do you think that is fair?"*

Each of these coordinated responses represented less than one per cent of the open responses.

3. RESPONSES – VOLUMES

Accent accepted for analysis all responses received up to 20 January 2010, those received after this date were forwarded to TfL for separate analysis.

The responses received by 20 January 2010 are shown below:

• Paper questionnaires	2,937	
• On line questionnaire	2,011[7]	
• Open responses:		
– Other organisations[8]	55	
– Businesses	24	
– General public	551	
Total	**5,578**	

The 55 other organisations responses were from:

- Action Disability Kensington & Chelsea (ADKC)
- airTEXT consortium
- Barnet Labour Group
- Bexley LA21 Natural Environment Focus Group (NEFG)
- Bromley Borough Roads Action Group (BBRAG)
- Cambridge Heath and London Fields Rail Users Group
- Campaign for a Better Harrow Environment
- Cheltenham Terrace Residents Association
- Chelsea Society
- Chris Nicholson, Liberal Democrat Parliamentary Candidate for Streatham
- Chuka Umunna, Parliamentary Candidate, Streatham Labour Party
- ClientEarth
- Connect
- Croydon Mobility Forum
- Drivers Alliance
- Driver-Guides Association (DGA)
- Duncan Terrace Association
- Ealing Liberal Democrats
- Earls Court and Olympia Group (submitted by Capital and Counties and WSP Group)
- East Surrey Transport Committee
- Evolution Quarter Residents Association (EQRA)
- Friends of the North Kent Marshes
- Green Chain Working Party
- Greenwich Action to Stop Pollution (GASP)
- Greenwich and Lewisham Friends of the Earth
- HACAN ClearSkies
- Hackney and Tower Hamlets Friends of the Earth

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[7] 175 duplicates were removed

[8] 'Other Organisations' are those organisations that responded to the public consultation exercise on behalf of the interests of a wider group.

- Hammersmith and Fulham Disability Forum (DF)
- Harrow Friends of the Earth
- Harrow Public Transport Users Association
- InHolborn
- Islington Living Streets
- Kensington Society
- King's Health Partners
- Lambeth Liberal Democrat Group
- Liftshare
- Loanna Morrison, PPC for Bermondsey and Old Southwark
- London Autism Rights Movement
- London Environmental Education
- London to Luton Coordination Corridor Group
- Mark Clarke Conservative Parliamentary Spokesman, Tooting
- Metropolitan Tabernacle Baptist Church
- Neasden Residents' Association
- Oxford and Cambridge Square Residents and Leaseholders Association
- Progressive London
- Redbridge Disability Association
- RSPB
- South Bank Employers' Group
- South East London Chamber of Commerce
- Southwark Living Streets
- Southwark Rail Users' Group
- Team London Bridge (London Bridge Business Improvement District (BID))
- West London Friends of the Earth
- Windsor Lines Passengers Association.
- Zac Goldsmith, PPC Richmond Park and North Kingston.

4. QUESTIONNAIRE FINDINGS

4.1 Introduction

There were 4,948 consultation questionnaires received by 20 January 2010:

- 2,937 paper questionnaires
- 2,011 online questionnaires[9].

The findings for the consultation show analysis by response channel (whether Paper or Web questionnaire used).

The rest of the chapter is structured as follows:

Section 4.2 describes the consultation questions.
Sections 4.3-4.5 discusses Q2 'Attitudes towards a Range of Measures to improve travelling in London'
Section 4.6 discusses Q3 'Demand Management'
Section 4.7 discusses Q3 'Western Extension of the Congestion Charging Scheme'
Section 4.8 discusses Q4 'Any additional comments'
Section 4.9 discusses Q1 'questions about the respondent'.

4.2 Description of the Consultation Questions

The questionnaire contained four main questions, the first of which collected some basic demographic data about the respondent in order to both facilitate further analysis of responses and to ascertain the reach of the consultation. In Question 2, respondents were asked to identify which measures would being most benefit to travelling in London. These measures were grouped into ten broad themes, as set out below:

- Tube
- Rail
- Interchange
- Cycling
- Walking
- Buses
- Information
- Better streets
- Freight
- The Thames.

Each of these closed sub-questions was accompanied by space for the respondent to write their own additional response, if he or she wished to do so.

Question 3 sought views on two specific issues: the potential use of demand management measures, including road user charging; and the proposed removal of the Western Extension of the Congestion Charging Zone, both of which were included as

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[9] 175 duplicates were removed

proposals in the draft MTS for public consultation. For each, respondents were asked how far they agreed with the proposal. It may be useful to provide some context to these proposals in order to better understand the analysis of question responses that follows, and to set out the potential next steps, following the Mayor's consideration of the responses to the consultation.

Demand Management

The first sub-question of Question 3 concerns Proposal 129 of the public draft MTS, which states that the Mayor may consider managing the demand for travel through pricing incentives in order to meet the overall objectives of the transport strategy. These pricing incentives may include, for example, a fair system of road user charging. It is important to note here that this proposal, and the question included in the public questionnaire, does **not** relate to a specific potential road user charging scheme. Both in the draft MTS, and in subsequent comments concerning the proposal (for example, in his Letter to the Chair of the London Assembly of October 2009), the Mayor has stated that these measures would only be considered if the other measures at the Mayor's disposal were deemed insufficient to meet the objectives set out in the Strategy, and that there would need to be a balance between the objectives of any such scheme and its impacts. Only at this point would a specific scheme be developed and consulted on. The first sub-question in Question 3, then, is intended to seek views on demand management **in principle**, not on a specific charging scheme. It is particularly important to understand this in the context of the second part of Question 3, which does concern a specific proposal, and which is described below.

The Western Extension of the Congestion Charging Zone (WEZ)

The Mayor of London, Boris Johnson, made a commitment in his election manifesto to consult on the future of the Western Extension. In autumn 2008, TfL carried out an *informal* consultation on this matter on behalf of the Mayor. The majority of the public and businesses who responded to this informal consultation supported the removal of the Western Extension (69% overall; with 67% of members of the public and 86% of business respondents selecting this option). Following this informal consultation the Mayor announced that he was minded to remove the WEZ and would begin the statutory processes needed in order to do this. But while the informal consultation provided an opportunity for the Mayor to hear Londoners' views on the future of the WEZ, it was made clear at the time that any subsequent change to the scheme would be subject to further statutory processes. Firstly, any proposed variation to the central London Congestion Charging Scheme must be in conformity with the Mayor's Transport Strategy (MTS). The Strategy which applied at the time of the informal consultation (and continues to apply), states that there will be a Western Extension. Hence, any future removal of the WEZ would require a modification to the Mayor's Transport Strategy. The public draft of the MTS which has just undergone public consultation therefore included a proposal (Proposal 127) to remove the WEZ, subject to the outcome of the consultation. The second sub-question in Question 3 is intended to help inform the Mayor's decision on this matter, by inviting respondents to state how far they agree or disagree with the proposal.

Should the Mayor decide, following this MTS consultation, to proceed with the proposal to remove the WEZ, there would need to be a further stage of public and stakeholder consultation on a draft Variation Order (VO) for the Congestion Charging

Scheme. This consultation could not take place until a revised MTS is in place, so that the changes proposed within the VO would be in conformity with the overarching Transport Strategy.

4.3 Analysis of Q2: Attitudes towards a Range of Measures to Improve Travelling in London

In Question 2, respondents were asked to tick measures that they considered would bring most benefit from a list of measures under the following headings:

- Tube
- Rail
- Interchange
- Cycling
- Walking
- Buses
- Information
- Better streets
- Freight
- The Thames.

Each of these had between three and five measures as well as an 'other' category which invited respondents to state another measure or measures. Respondents could tick as many measures as they wished – or, indeed, none. In the following charts, therefore, pecentages will usually add up to more than 100%.

The question heading was:

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

Tube

There were six measures in the Tube section:

- 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) [10].

The measure which gained most support was 'Delivering a more reliable service' with nearly half (49%) of the total consultation respondents ticking it.

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[10] This had a free text box next to it

'Providing air conditioning on trains' (44%) and 'Providing more frequent trains' (41%) also gained high levels of support. 'Expanding step free access' with 21% gained the least support. See Figure 3.

Figure 3: Responses to section on Tube
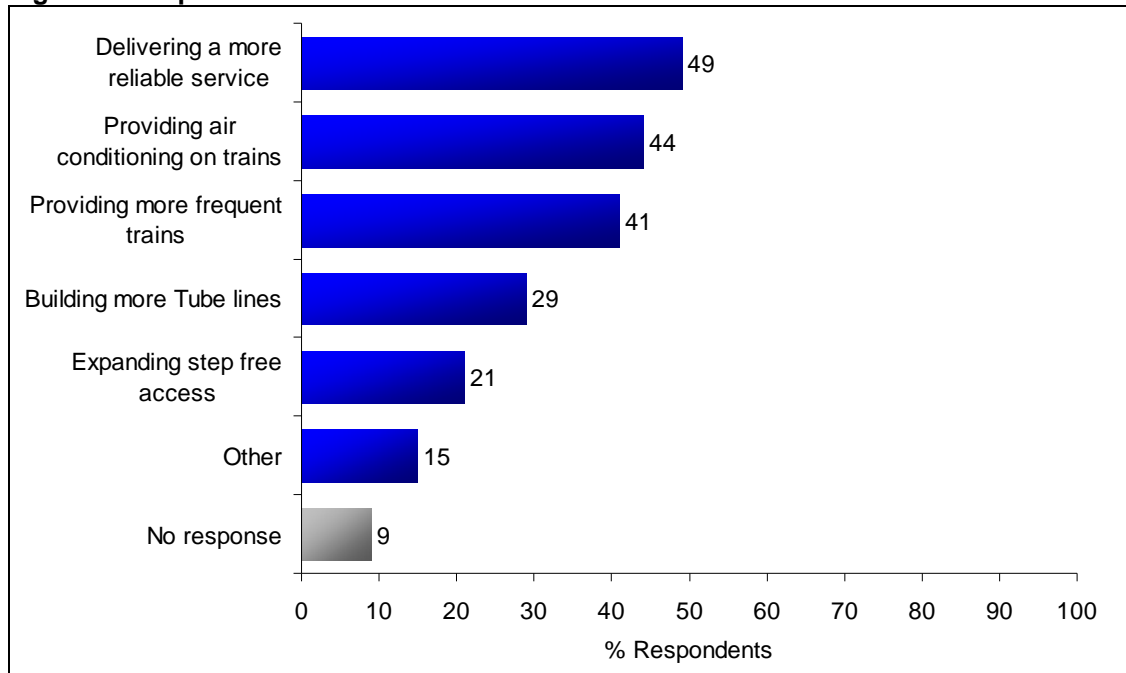
Base: 4,948 all questionnaire respondents

Respondents using the Web questionnaire were more likely than respondents using the paper questionnaire to tick one or more measures in the Tube Section: 96% compared to 88%.

There were similar levels of support for the different measures in the Tube section by response channel. The main differences were:

- Respondents using the Web questionnaire were more likely than respondents using the paper questionnaire to tick 'Providing air conditioning on trains': 48% compared to 42%

- Respondents using the Web questionnaire were more likely than respondents using the paper questionnaire to tick 'Building more Tube lines': 36% compared to 25%

Respondents using the Web questionnaire were also more likely than respondents using the paper questionnaire to tick 'Other': 20% compared to 11%.

Table 1: Responses to section on Tube by response channel

	Total %	Response channel	
		Web %	Paper %
No response	9	4	12
Delivering a more reliable service	49	50	49
Providing air conditioning on trains	44	48	42
Providing more frequent trains	41	41	40
Building more Tube lines	29	36	25
Expanding step free access	21	21	20
Other	15	20	11
Base (all questionnaire respondents)	**4,948**	**2,011**	**2,937**

Rail

There were six measures in the Rail section:

- 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)[11].

The measure which gained most support was 'Enabling passengers to use Oyster pay as you go across all rail in London' with over half (54%) of the total consultation respondents ticking it.

Four tenths ticked both 'Creating an improved service for Inner and Outer London' and 'Improving the cleanliness, security and quality of suburban rail stations'.

'Providing more capacity on the DLR and Tramlink' with 16% gained the least support. See Figure 4.

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[11] This had a free text box next to it

Figure 4: Responses to section on Rail
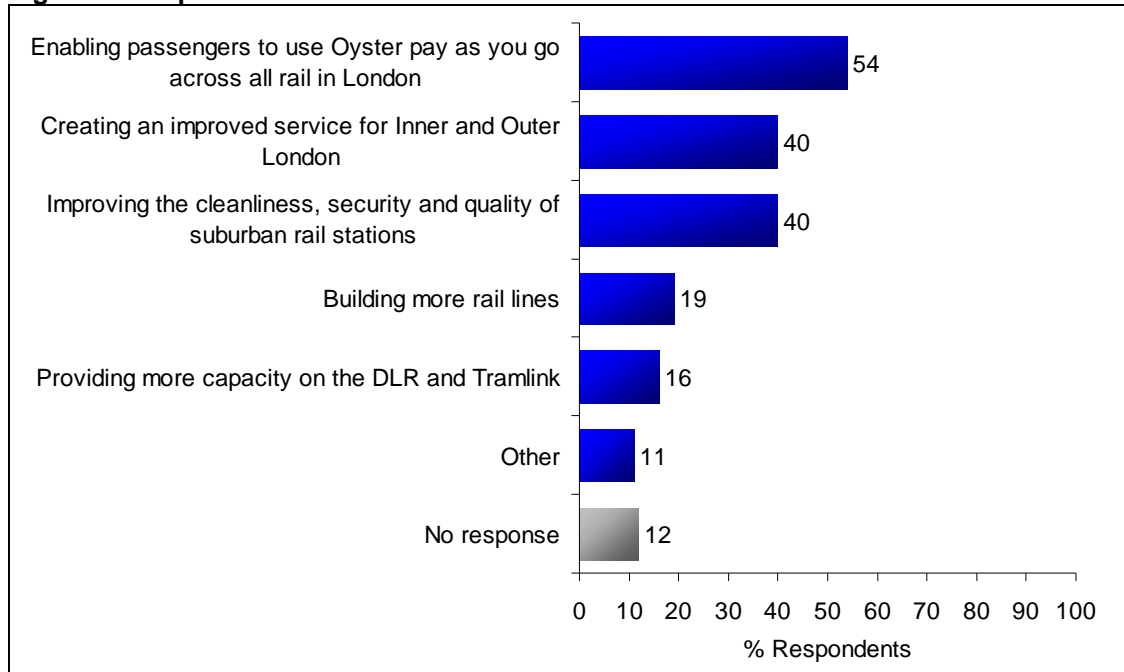
Base: 4,948 all questionnaire respondents

Respondents using the Web questionnaire were more likely than respondents using the paper questionnaire to tick one or more measures in the Rail Section: 93% compared to 84%.

There were similar levels of support for the different measures in the Rail section by response channel. The main differences were:

- Respondents using the Web questionnaire were more likely than respondents using the paper questionnaire to tick 'Enabling passengers to use Oyster pay as you go across all rail in London': 65% compared to 46%

- Respondents using the Web questionnaire were more likely than respondents using the paper questionnaire to tick 'Creating an improved service for Inner and Outer London': 45% compared to 37%

Respondents using the Web questionnaire were also more likely than respondents using the paper questionnaire to tick 'Other': 15% compared to 9%.

Table 2: Responses to section on Rail by response channel

	Total %	Response channel Web %	Response channel Paper %
No response	12	7	16
Enabling passengers to use Oyster pay as you go across all rail in London	54	65	46
Creating an improved service for Inner and Outer London	40	45	37
Improving the cleanliness, security and quality of suburban rail stations	40	41	39
Building more rail lines	19	19	20
Providing more capacity on the DLR and Tramlink	16	16	16
Other	11	15	9
Base (all questionnaire respondents)	**4,948**	**2,011**	**2,937**

Interchange

There were five measures in the Interchange section:

- 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)[12].

The measure which gained most support was 'Reducing the need to come in to central London to interchange for journeys to other places' with half of the total consultation respondents ticking it. The other three measures gained similar and much lower levels of support. See Figure 5.

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[12] This had a free text box next to it

Figure 5: Responses to section on Interchange
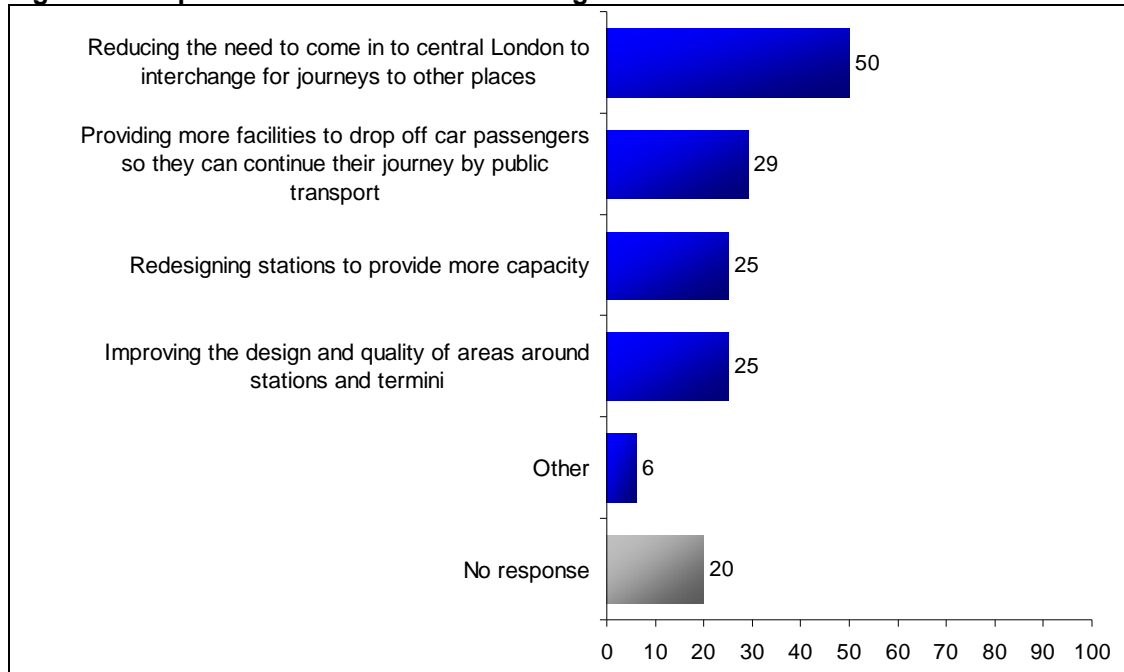
Base: 4,948 all questionnaire respondents

Respondents using the Web questionnaire were more likely than respondents using the paper questionnaire to tick one or more measures in the Interchange Section: 87% compared to 75%.

There were similar levels of support for the different measures in the Interchange section by response channel. The main difference was that respondents using the Web questionnaire were more likely than respondents using the paper questionnaire to tick 'Reducing the need to come in to central London to interchange for journeys to other places': 59% compared to 43%.

Respondents using the Web questionnaire were also more likely than respondents using the paper questionnaire to tick 'Other': 9% compared to 4%.

Table 3: Responses to section on Interchange by response channel

		Response channel	
	Total %	Web %	Paper %
No response	20	13	25
Reducing the need to come in to central London to interchange for journeys to other places	50	59	43
Providing more facilities to drop off car passengers so they can continue their journey by public transport	29	30	28
Redesigning stations to provide more capacity	25	27	23
Improving the design and quality of areas around stations and termini	25	27	24
Other	6	9	4
Base (all questionnaire respondents)	**4,948**	**2,011**	**2,937**

Cycling

There were five measures in the Cycling section:

- Providing more secure cycle parking
- Introducing specially designated Cycle Superhighways
- Introducing Cycle Hire Schemes
- Providing more cycle training
- Other (please specify)[13].

The measure which gained most support was 'Providing more secure cycle parking' with 37% of the total consultation respondents ticking it.

A third ticked 'Introducing specially designated Cycle Superhighways' and a quarter ticked 'Providing more cycle training'.

'Introducing Cycle Hire Schemes' was ticked by 20% and gained the least support. See Figure 6.

Figure 6: Responses to section on Cycling
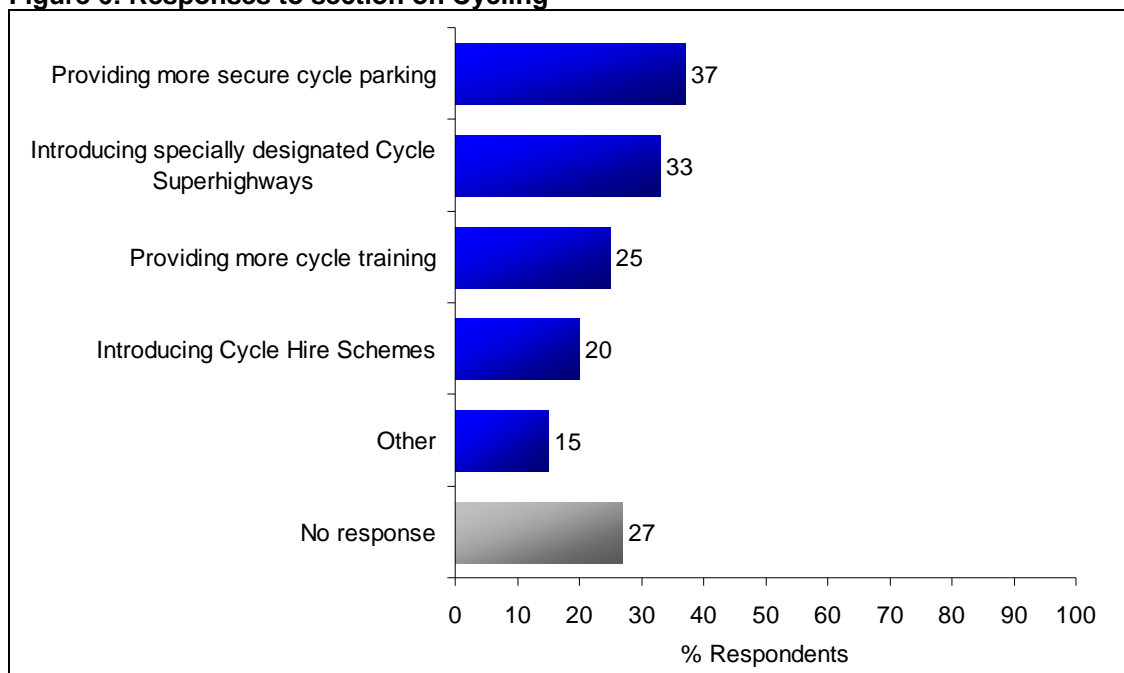
Base: 4,948 all questionnaire respondents

Respondents using the Web questionnaire were more likely than respondents using the paper questionnaire to tick one or more measures in the Cycling Section: 83% compared to 66%.

Respondents using the paper questionnaire were more likely than respondents using the Web questionnaire to tick 'Providing more cycle training': 28% compared to 22%. The other three measures were more likely to be supported by respondents using the Web questionnaire.

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[13] This had a free text box next to it

Respondents using the Web questionnaire were also more likely than respondents using the paper questionnaire to tick 'Other': 22% compared to 11%.

Table 4: Responses to section on Cycling by response channel

| | Total % | Response channel | |
		Web %	Paper %
No response	27	17	34
Providing more secure cycle parking	37	44	32
Introducing specially designated Cycle Superhighways	33	44	26
Providing more cycle training	25	22	28
Introducing Cycle Hire Schemes	20	25	16
Other	15	22	11
Base (all questionnaire respondents)	**4,948**	**2,011**	**2,937**

Walking

There were six measures in the Walking section:

- 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)[14].

The measure which gained most support was 'Tackling crime and fear of crime' with nearly half (47%) of the total consultation respondents ticking it.

The other four measures gained similar levels of support with between 33% and 27% each. See Figure 7.

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[14] This had a free text box next to it

Figure 7: Responses to section on Walking
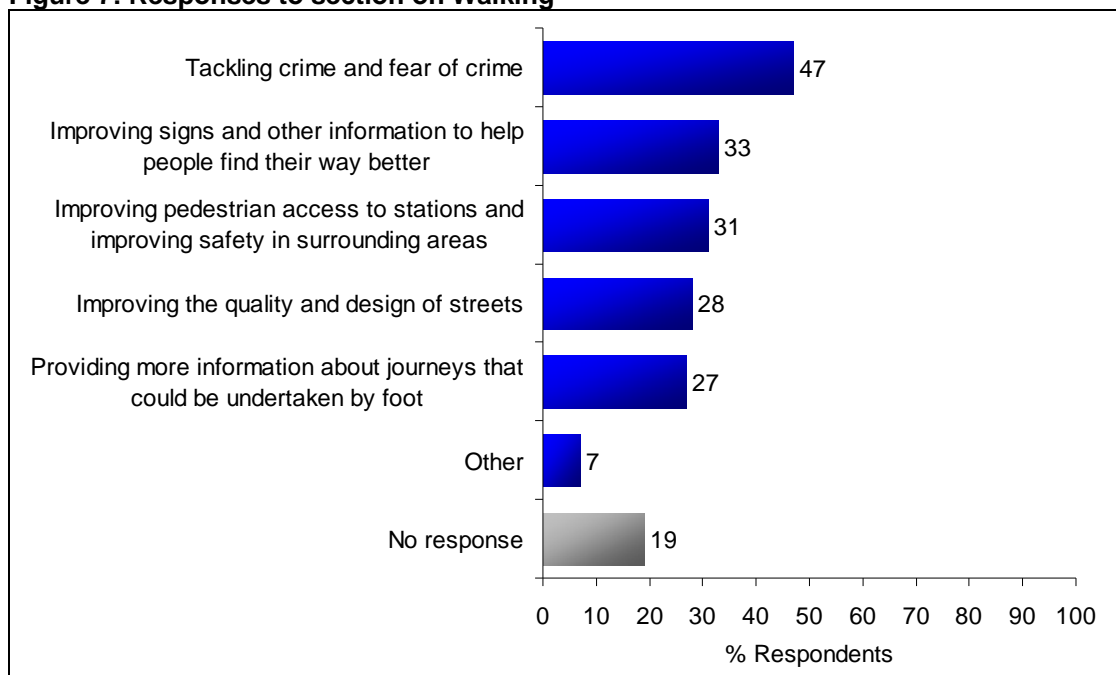
Base: 4,948 all questionnaire respondents

Respondents using the Web questionnaire were more likely than respondents using the paper questionnaire to tick one or more measures in the Walking Section: 87% compared to 77%.

There were similar levels of support for the different measures in the Walking section by response channel. The main differences were:

- Respondents using the Web questionnaire were more likely than respondents using the paper questionnaire to tick 'Improving the quality and design of streets': 33% compared to 25%

- Respondents using the Web questionnaire were more likely than respondents using the paper questionnaire to tick 'Improving signs and other information to help people find their way better': 38% compared to 30%.

Table 5: Responses to section on Walking by response channel

| | Total % | Response channel | |
		Web %	Paper %
No response	19	13	23
Tackling crime and fear of crime	47	47	47
Improving signs and other information to help people find their way better	33	38	30
Improving pedestrian access to stations and improving safety in surrounding areas	31	32	29
Improving the quality and design of streets	28	33	25
Providing more information about journeys that could be undertaken by foot	27	29	26
Other	7	8	6
Base (all questionnaire respondents)	**4,948**	**2,011**	**2,937**

Buses

There were five measures in the Buses section:

- 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)[15].

The top three measures gained similar levels of support. 42% ticked 'Providing more information at bus stops', 38% ticked 'Ensuring all new buses from 2012 have environmentally friendly engines' and 36% ticked 'Phasing out the bendy bus'.

'Developing a New Bus for London' with 18% gained the least support. See Figure 8.

Figure 8: Responses to section on Buses
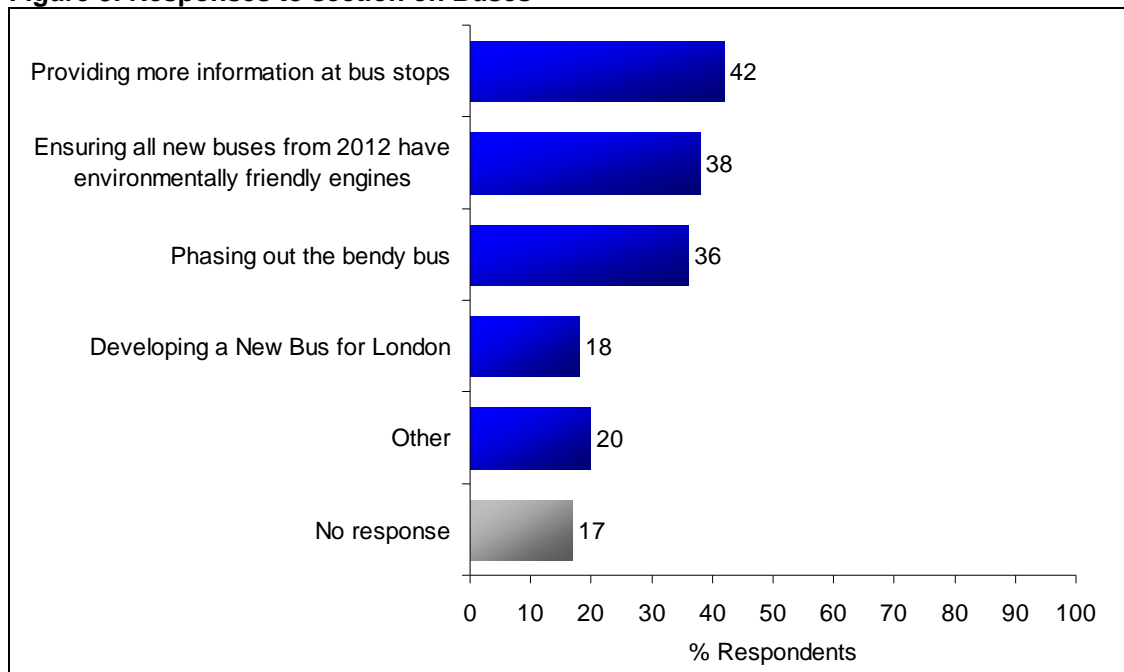
Base: 4,948 all questionnaire respondents

Respondents using the Web questionnaire were much more likely than respondents using the paper questionnaire to tick one or more measures in the Buses Section: 92% compared to 77%.

There were similar levels of support between the web and paper response channels for the following three measures in the Buses section by response channel: 'Providing more information at bus stops', 'Ensuring all new buses from 2012 have environmentally friendly engines' and 'Phasing out the bendy bus.'

Respondents using the Web questionnaire were more likely than respondents using the paper questionnaire to tick the other two measures:

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[15] This had a free text box next to it

- 'Providing more information at bus stops': 50% compared to 37%

- 'Ensuring all new buses from 2012 have environmentally friendly engines': 43% compared to 34%

Respondents using the Web questionnaire were also more likely than respondents using the paper questionnaire to tick 'Other': 28% compared to 15%.

Table 6: Responses to section on Buses by response channel

| | | Response channel | |
	Total %	Web %	Paper %
No response	17	8	23
Providing more information at bus stops	42	50	37
Ensuring all new buses from 2012 have environmentally friendly engines	38	43	34
Phasing out the bendy bus	36	37	35
Developing a New Bus for London	18	20	17
Other	20	28	15
Base (all questionnaire respondents)	**4,948**	**2,011**	**2,937**

Information

There were six measures in the Information section:

- 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)[16].

The measure which gained most support was 'Improving the travel information assistance provided at stations' with a third of the total consultation respondents ticking it.

The next three measures gained very similar levels of support (between 28% and 29%).

'Introducing journey planning tools which are focused on specific areas, eg town centres' with 17% gained the least support. See Figure 9.

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[16] This had a free text box next to it

Figure 9: Responses to section on Information
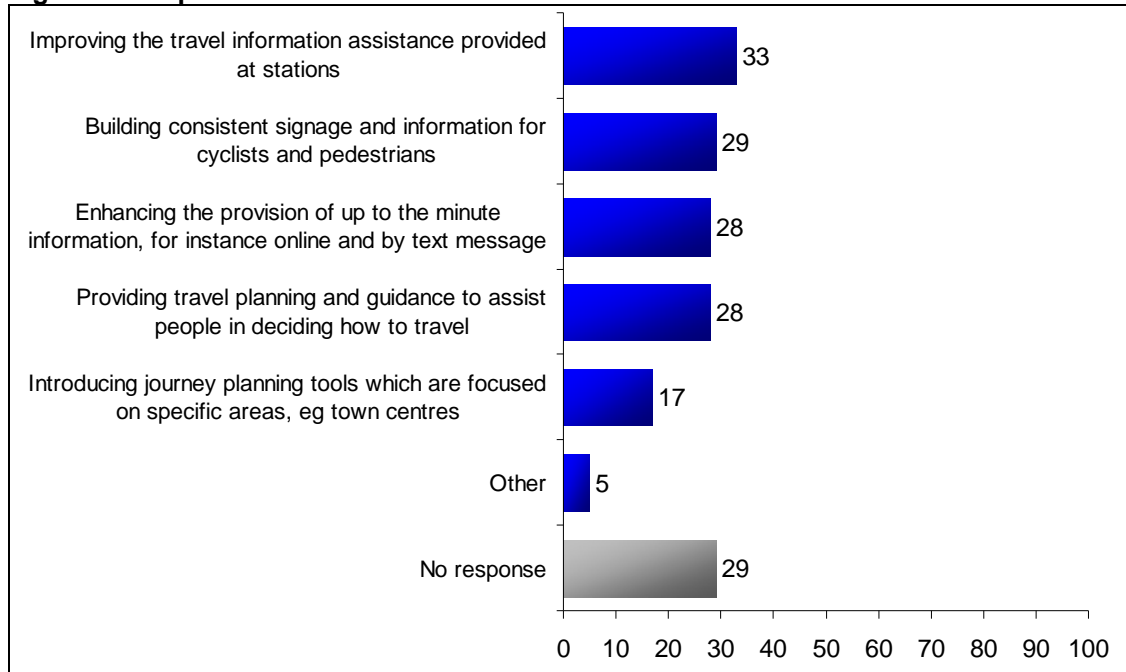
Category	Value
Improving the travel information assistance provided at stations	33
Building consistent signage and information for cyclists and pedestrians	29
Enhancing the provision of up to the minute information, for instance online and by text message	28
Providing travel planning and guidance to assist people in deciding how to travel	28
Introducing journey planning tools which are focused on specific areas, eg town centres	17
Other	5
No response	29

Base: 4,948 all questionnaire respondents

Respondents using the Web questionnaire were more likely than respondents using the paper questionnaire to tick one or more measures in the Information Section: 82% compared to 63%.

Respondents using the Web questionnaire gave higher levels of support to all the different measures in the Information section than respondents using the paper questionnaire, particularly for:

- 'Enhancing the provision of up to the minute information, for instance online and by text message': 41% compared to 20%

- 'Building consistent signage and information for cyclists and pedestrians': 34% compared to 25%.

Respondents using the Web questionnaire were also more likely than respondents using the paper questionnaire to tick 'Other': 7% compared to 4%.

Table 7: Responses to section on Information by response channel

	Total %	Response channel	
		Web %	Paper %
No response	29	18	37
Improving the travel information assistance provided at stations	33	37	30
Building consistent signage and information for cyclists and pedestrians	29	34	25
Enhancing the provision of up to the minute information, for instance online and by text message	28	41	20
Providing travel planning and guidance to assist people in deciding how to travel	28	31	26
Introducing journey planning tools which are focused on specific areas, eg town centres	17	21	15
Other	5	7	4
Base (all questionnaire respondents)	**4,948**	**2,011**	**2,937**

Better Streets

There were five measures in the Better Streets section:

- 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)[17].

The measure which gained most support was 'Removing unnecessary signage and clutter' with nearly half (47%) of the total consultation respondents ticking it.

A third ticked both 'Encouraging the uptake of low emission vehicles' and 30% ticked 'Using high quality and attractive materials for pavements and streets'.

'Introducing shared space schemes to improve the look and feel of streets and make them safer' with 23% gained the least support. See Figure 10.

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[17] This had a free text box next to it

Figure 10: Responses to section on Better Streets
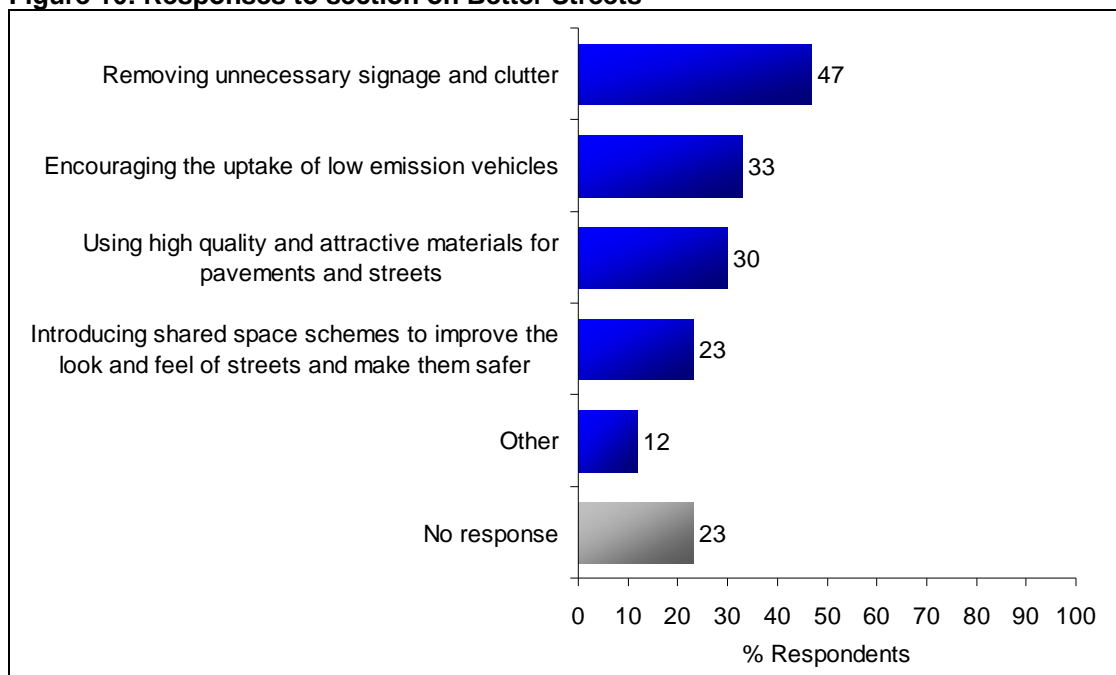
Base: 4,948 all questionnaire respondents

Respondents using the Web questionnaire were more likely than respondents using the paper questionnaire to tick one or more measures in the Better Streets Section: 88% compared to 69%.

Respondents using the Web questionnaire gave higher levels of support to all the different measures in the Better Streets section than respondents using the paper questionnaire, particularly for:

• 'Removing unnecessary signage and clutter': 57% compared to 40%

• 'Introducing shared space schemes to improve the look and feel of streets and make them safer': 29% compared to 19%.

Respondents using the Web questionnaire were also more likely than respondents using the paper questionnaire to tick 'Other': 17% compared to 9%.

Table 8: Responses to section on Better Streets by response channel

| | Total % | Response channel | |
		Web %	Paper %
No response	23	12	31
Removing unnecessary signage and clutter	47	57	40
Encouraging the uptake of low emission vehicles	33	37	30
Using high quality and attractive materials for pavements and streets	30	36	27
Introducing shared space schemes to improve the look and feel of streets and make them safer	23	29	19
Other	12	17	9
Base (all questionnaire respondents)	**4,948**	**2,011**	**2,937**

Freight

There were four measures in the Freight section:

- 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)[18].

The measure which gained most support was 'Promoting use of the Thames and other waterways for freight' with nearly half (49%) of the total consultation respondents ticking it.

Over four tenths (43%) ticked 'Encouraging out-of-hours delivery'.

'Building more centres to transfer freight to cleaner vehicles for local deliveries' with 26% gained the least support. See Figure 11.

Figure 11: Responses to section on Freight
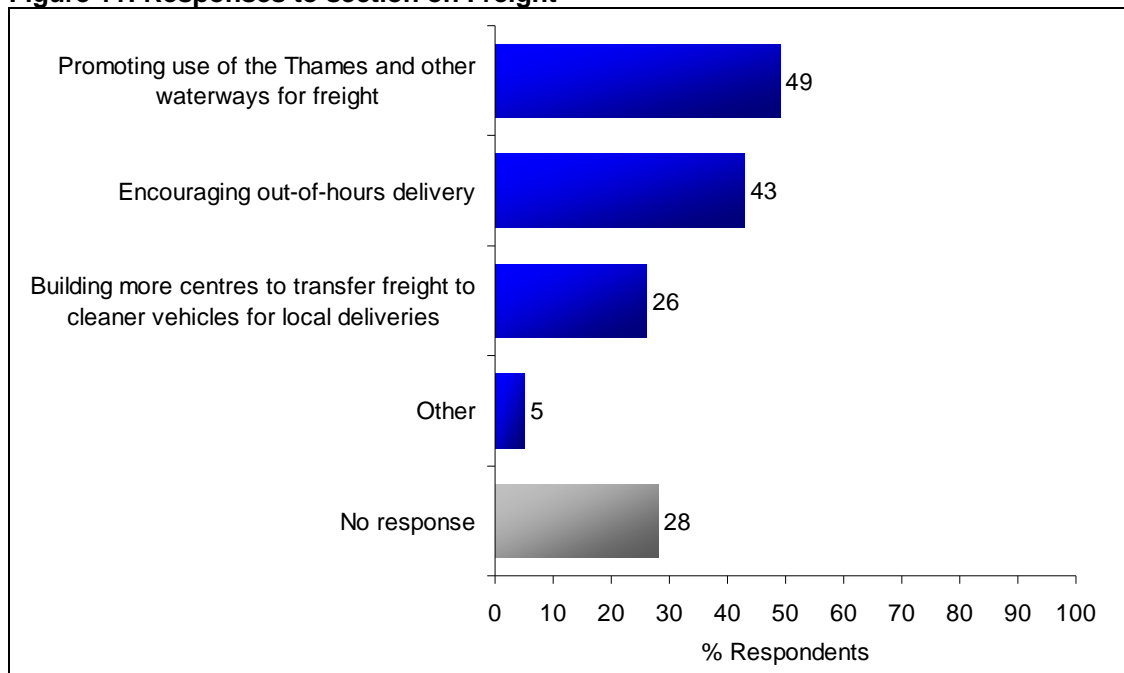
Base: 4,948 all questionnaire respondents

Respondents using the Web questionnaire were more likely than respondents using the paper questionnaire to tick one or more measures in the Freight Section: 82% compared to 65%.

Respondents using the Web questionnaire gave higher levels of support to all the different measures in the Freight section than respondents using the paper questionnaire, particularly for 'Promoting use of the Thames and other waterways for freight': 59% compared to 43%.

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[18] This had a free text box next to it

Respondents using the Web questionnaire were also more likely than respondents using the paper questionnaire to tick 'Other': 7% compared to 4%.

Table 9: Responses to section on Freight by response channel

| | Total % | Response channel | |
		Web %	Paper %
No response	28	18	35
Promoting use of the Thames and other waterways for freight	49	59	43
Encouraging out-of-hours delivery	43	48	40
Building more centres to transfer freight to cleaner vehicles for local deliveries	26	31	23
Other	5	7	4
Base (all questionnaire respondents)	**4,948**	**2,011**	**2,937**

The Thames

There were five measures in The Thames section:

- 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)[19].

The measure which gained most support was 'Introducing Oyster on passenger services' with over half (51%) of the total consultation respondents ticking it.

Similar proportions ticked 'Introducing more stops' (37%) and 'Raising service standards and making them consistent with other public transport' (35%).

'Providing more environmentally friendly boats' with 20% gained the least support. See Figure 12.

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[19] This had a free text box next to it

Figure 12: Responses to section on The Thames
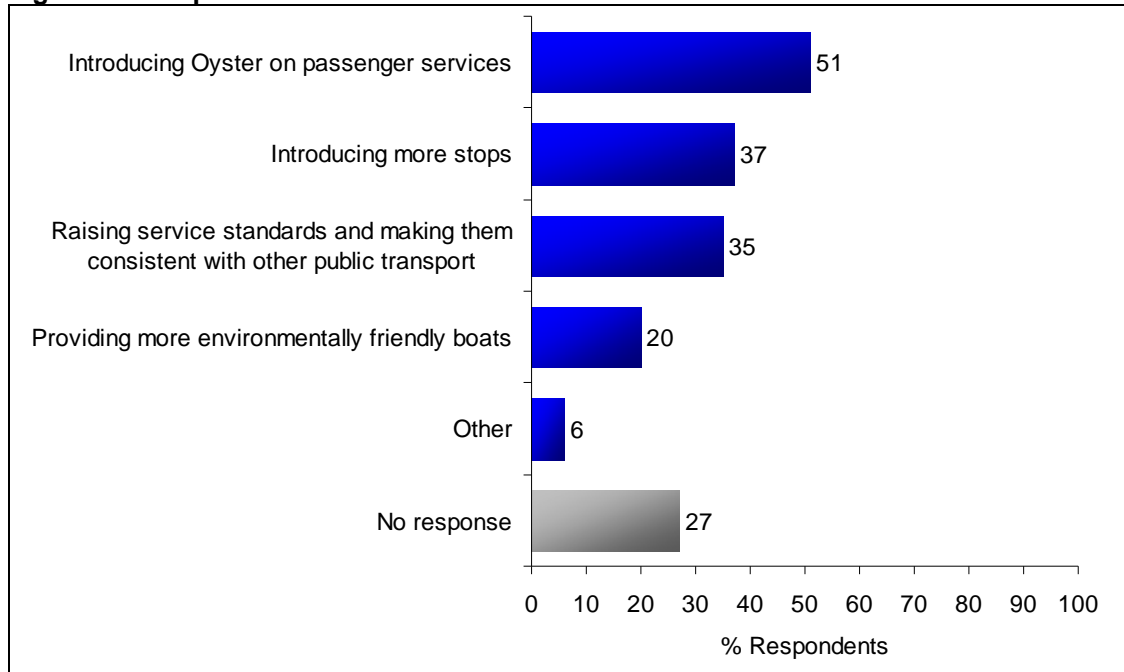
Base: 4,948 all questionnaire respondents

Respondents using the Web questionnaire were more likely than respondents using the paper questionnaire to tick one or more measures in The Thames Section: 82% compared to 66%.

There were similar levels of support for one measure in The Thames section by response channel: 'Providing more environmentally friendly boats'.

Respondents using the Web questionnaire gave higher levels of support to three other measures in The Thames section than respondents using the paper questionnaire, particularly:

- 'Introducing Oyster on passenger services': 61% compared to 44%

- 'Introducing more stops': 45% compared to 32%

- 'Raising service standards and making them consistent with other public transport': 41% compared to 31%.

Table 10: Responses to section on The Thames by response channel

	Total %	Response channel	
		Web %	Paper %
No response	27	18	34
Introducing Oyster on passenger services	51	61	44
Introducing more stops	37	45	32
Raising service standards and making them consistent with other public transport	35	41	31
Providing more environmentally friendly boats	20	21	20
Other	6	7	6
Base (all questionnaire respondents)	**4,948**	**2,011**	**2,937**

4.4 Overview of Responses to Question 2

Response rate by section

The section of Question 2 which had the highest proportion giving one or more answers was Tube, followed by rail, buses and walking. The sections which attracted least responses were Freight and Information. The list below shows the proportion giving one or more answers to each section, sorted in descending order of response level.

	Total %	Web %	Paper %
• Tube	91	96	88
• Rail	88	93	84
• Buses	83	92	77
• Walking	81	87	77
• Interchange	80	87	75
• Better streets	77	88	69
• Cycling	73	83	66
• The Thames	73	82	66
• Freight	72	82	65
• Information	71	82	63

For all sections, respondents using the Web questionnaire were more likely to answer each section than respondents using the paper questionnaire.

Analysis of response by age group showed little difference by age group except for two sections: cycling and The Thames where the response from the 65+ age group was notably lower than for the other age groups:

- 72% of those aged 65+ years old gave one or more answers in the Cycling section compared to between 77% and 81% for the other age groups

- 75% of those aged 65+ years old gave one or more answers in The Thames section compared to between 80% and 81% for the other age groups

Numbers of Sections Responded to

An analysis of how many of the ten sections in Q2 were answered shows that, overall, nearly half the sample (48%) answered all ten sections, whereas 7% did not answer any. The distribution of sections answered is shown below.

	Total %	Web %	Paper %
• All 10 sections	48	59	40
• 9 sections	14	16	13
• 8 sections	9	9	9
• 7 sections	6	5	6
• 6 sections	6	3	7
• 5 sections	4	2	5
• 4 sections	3	2	4
• 3 sections	2	1	3
• 2 sections	1	1	1
• 1 section	1	1	1
• No sections	7	2	10

Top 25 Measures

Across all ten sections of Q2 the most ticked measure was 'Enabling passengers to use Oyster pay as you go across all rail in London' with 54%. Below we show the top 25 measures in Q2 along with the sections they are in.

Table 11: Top 25 measures

Section	Category	%[20]
Rail	Enabling passengers to use Oyster pay as you go across all rail in London	54
The Thames	Introducing Oyster on passenger services	51
Interchange	Reducing the need to come in to central London to interchange for journeys to other places	50
Tube	Delivering a more reliable service	49
Freight	Promoting use of the Thames and other waterways for freight	49
Walking	Tackling crime and fear of crime	47
Better streets	Removing unnecessary signage and clutter	47
Tube	Providing air conditioning on trains	44
Freight	Encouraging out-of-hours delivery	43
Buses	Providing more information at bus stops	42
Tube	Providing more frequent trains	41
Rail	Improving the cleanliness, security and quality of suburban rail stations	40
Rail	Creating an improved service for Inner and Outer London	40
Buses	Ensuring all new buses from 2012 have environmentally friendly engines	38
Cycling	Providing more secure cycle parking	37
The Thames	Introducing more stops	37
Buses	Phasing out the bendy bus	36
The Thames	Raising service standards and making them consistent with other public transport	35

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[20] Proportions are of respondents

Cycling	Introducing specially designated Cycle Superhighways	33
Walking	Improving signs and other information to help people find their way better	33
Information	Improving the travel information assistance provided at stations	33
Better streets	Encouraging the uptake of low emission vehicles	33
Walking	Improving pedestrian access to stations and improving safety in surrounding areas	31
Better streets	Using high quality and attractive materials for pavements and streets	30
Tube	Building more Tube lines	29

4.5 Open Responses to Question 2

As can be seen from the preceding tables, each sub section within Question 2 included a space for the respondent to describe an improvement not listed in the options, using a free text box. These open responses were coded to the code frame (which is at Appendix B). The main comments (representing 2% or more of all respondents who made one or more comments) are shown below for the overall sample by response channel (Table 12) and by whether individual (Table 13) or business (Table 14). These tables show the code reference (eg T3) and the code descriptions. The code reference is made up of a letter which represents a theme (described in Section 2.6) and a number.

It should be noted that most respondents did not make comments in this section. Overall 61% did not make any comments (47% of Web and 71% of paper questionnaire respondents).

Note on table format for tables 12-14
Open responses to Q2 were only made if respondents chose to tick the 'other' option for one or more of the improvements listed. Many respondents did not do this but did tick one or more of the improvements listed. Therefore, in the analysis of these comments we present them as proportions of those who made one or more comments.
This approach contrasts with the analysis of the open responses to Q4 where everyone was invited to make a comment. For Q4, therefore, we present the data as proportions of all respondents.

Just under a quarter (23%) of those who made one or more comments made a comment on 'Fares and ticketing'. Bus service/route issues were raised by 16%. Other issues with respect to Better Streets/Roads[21] and other issues with respect to Buses were mentioned by 15% and 14% of people who made one or more comments respectively.

Prosecute dangerous cycling/cyclists who do not adhere to the laws of the road was raised by 14% of people who completed a text box in Question 2.

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[21] ie single issues not covered in the code frame

Table 12: Other comments by response channel[22]

		Total %	Web %	Paper %
T3	Fares and ticketing	23	23	22
F1	Bus Service/route issues	16	17	14
H7	Other (Better Streets/Roads)	15	16	13
F4	Other (Buses)	14	12	17
D9	Prosecute dangerous cycling/cyclists who do not adhere to the laws of the road	14	12	16
D7	Other (Cycling)	11	10	12
A6	Other (Tube)	11	10	11
D6	Changes to road layout for cycling (cycle lanes, one way sts, gyratories etc)	9	10	8
F3	Bus design inc New Bus, Bendy Bus	9	9	8
G4	Other (Information)	8	6	11
P2	Physical accessibility improvements, e.g. step-free tube, bus ramps	7	6	9
B11	Other (Rail)	7	6	7
H6	Making changes to how different road users use the road/road space allocation (e.g. bus, cycle lanes)	7	8	5
J5	Other Thames/waterways/ River Crossing comment	6	6	7
Q3	Road Safety	6	6	6
H1	Parking	5	8	3
B2	Increased rail capacity	5	6	4
H5	Improving the appearance of streets	5	4	8
Q2	Public Transport Safety (general)	5	5	6
G3	Providing travel planning and guidance to assist people in deciding how to travel	5	5	5
I5	Rail freight	5	5	5
C4	Integrating London's transport system and services	5	5	4
E5	Other (Walking)	5	4	6
A1	More reliable/longer hours tube service	5	5	4
I6	Other (Freight)	4	4	5
F2	iBus and information provision	4	3	6
C5	Other (Interchange)	4	4	4
A2	Improvements to tube stations/staffing	4	3	6
Q5	Other crime, safety comment	4	5	3
A4	Tube line extensions	3	3	3
B1	Improved service levels (staffing, clean, secure)	3	1	4
H4	Shared space/better streets	3	3	2
G1	Providing consistent signage and information for cyclists and pedestrians (inc Legible London)	2	2	3
G2	Enhancing the provision of live information about transport (eg online and text message)	2	2	3
D1	Cycle parking	2	3	1
Q1	Reducing crime and fear of crime in and around transport	2	2	2
H3	Roadworks (Permits, lane rental, control of)	2	2	2
A3	Tube frequency/capacity	2	1	3
D8	Introduce a compulsory license scheme for cyclists	2	2	2
I1	Delivery hours and loading issues	2	1	2
T2	Financing transport schemes	2	3	1
O4	Comment on Congestion Charge generally	2	3	0
P6	Concessionary fares	2	2	2
H2	Smoothing traffic flow	2	2	1
	Other (sum of where proportion was less than 2%)	34	36	32
	Irrelevant	6	5	8
Base (respondents who made one or more comments)		**1,909**	**1,064**	**845**
Proportion of respondents who made no comment		61%	47%	71%

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[22] Proportions are of respondents who made comments

Individuals

Since individuals make up a large proportion of all comments[23] the comments from individuals are very similar to those for the overall sample.

Table 13: Other comments – individuals[24]

		Total %
T3	Fares and ticketing	22
F1	Bus Service/route issues	16
H7	Other (Better Streets/Roads)	15
F4	Other (Buses)	15
D9	Prosecute dangerous cycling/cyclists who do not adhere to the laws of the road	14
D7	Other (Cycling)	11
A6	Other (Tube)	11
D6	Changes to road layout for cycling (cycle lanes, one way sts, gyratories etc)	9
F3	Bus design inc New Bus, Bendy Bus	9
G4	Other (Information)	8
P2	Physical accessibility improvements, e.g. step-free tube, bus ramps	7
H6	Making changes to how different road users use the road/road space allocation (eg bus, cycle lanes)	7
B11	Other (Rail)	7
J5	Other Thames/waterways/ River Crossing comment	7
Q3	Road Safety	6
B2	Increased rail capacity	6
H5	Improving the appearance of streets	5
Q2	Public Transport Safety (general)	5
G3	Providing travel planning and guidance to assist people in deciding how to travel	5
E5	Other (Walking)	5
I5	Rail freight	5
A1	More reliable/longer hours tube service	5
F2	iBus and information provision	5
C4	Integrating London's transport system and services	5
H1	Parking	4
A2	Improvements to tube stations/staffing	4
C5	Other (Interchange)	4
I6	Other (Freight)	4
Q5	Other crime, safety comment	4
A4	Tube line extensions	3
B1	Improved service levels (staffing, clean, secure)	3
H4	Shared space/better streets	2
G1	Providing consistent signage and information for cyclists and pedestrians (inc Legible London)	2
D1	Cycle parking	2
G2	Enhancing the provision of live information about transport (eg online and text message)	2
H3	Roadworks (Permits, lane rental, control of)	2
Q1	Reducing crime and fear of crime in and around transport	2
A3	Tube frequency/capacity	2
T2	Financing transport schemes	2
I1	Delivery hours and loading issues	2
D8	Introduce a compulsory license scheme for cyclists	2
H2	Smoothing traffic flow	2
P6	Concessionary fares	2
	Other (sum of where proportion was less than 2%)	34
	Irrelevant	5
Base (individuals who made one or more comments)		**1,699**
Proportion of respondents who made no comment		54%

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[23] 74% of those who answered whether they responded as an individual or a business
[24] Proportions are of respondents who made comments

Businesses

A quarter of business comments were about physical accessibility improvements, eg step-free tube, bus ramps. 18% made a comment on fares and ticketing.

Table 14: Other comments – businesses[25]

		Total %
P2	Physical accessibility improvements, e.g. step-free tube, bus ramps	25
T3	Fares and ticketing	18
D7	Other (Cycling)	17
H7	Other (Better Streets/Roads)	15
G4	Other (Information)	14
B11	Other (Rail)	14
F1	Bus Service/route issues	12
D9	Prosecute dangerous cycling/cyclists who do not adhere to the laws of the road	12
F3	Bus design inc New Bus, Bendy Bus	11
N6	Low carbon infrastructure/tech	11
A6	Other (Tube)	9
Q2	Public Transport Safety (general)	9
N7	Electric vehicles	9
F4	Other (Buses)	8
J5	Other Thames/waterways/ River Crossing comment	8
Q3	Road Safety	8
I6	Other (Freight)	8
E5	Other (Walking)	6
D6	Changes to road layout for cycling (cycle lanes, one way streets, gyratories etc)	5
B2	Increased rail capacity	5
H5	Improving the appearance of streets	5
I5	Rail freight	5
C4	Integrating London's transport system and services	5
G1	Providing consistent signage and information for cyclists and pedestrians (inc Legible London)	5
J4	River crossings	5
E2	Pedestrian access to PT and safety	5
H6	Making changes to how different road users use the road/road space allocation (eg bus, cycle lanes)	3
G3	Providing travel planning and guidance to assist people in deciding how to travel	3
A1	More reliable/longer hours tube service	3
C5	Other (Interchange)	3
B1	Improved service levels (staffing, clean, secure)	3
G2	Enhancing the provision of live information about transport (eg online and text message)	3
D8	Introduce a compulsory license scheme for cyclists	3
J1	Piers/ Wharves/Sea Ports/stopping points	3
Other (sum of where proportion was less than 2%)		37
Irrelevant		20
Base (businesses who made one or more comments)		**65**
Proportion of respondents who made no comment		68%

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[25] Proportions are of respondents who made comments

Analysis by Theme

The code frame was organised into thematic sections (See Section 2.6). The sections which gained the highest proportions of distinct comments are Buses, Cycling and Better Streets and Roads:

- Buses   43%[26]
- Cycling   40%
- Better Streets and Roads   38%
- Links to other Strategies/ Finances/General   27%
- Tube/London Underground   25%
- Rail (incl. National Rail services, TfL Overground, DLR and Tramlink)   21%
- Information   18%
- Crime, Safety & Security   17%
- Freight   14%
- Interchange   11%
- Accessibility   10%
- Thames/River Crossings/Blue Ribbon Network   9%
- Walking   8%
- Environment, Air Quality & Climate Change (CO_2)   5%
- Misc & Cross Mode Issues   4%
- Western Extension of Congestion Charge and Low Emission Zone   2%
- Demand Management/Road User Charging   2%
- Airports/access to airports   *
- Taxis, private hire and coaches   *

* = less than 0.5%

4.6   Demand Management

> Q3 Additionally, there are some particular issues we would like your opinion on; please consider the following two questions:
>
> Despite all the improvements outlined in the draft Strategy, increasing population and demand for travel mean congestion and CO_2 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?

Overall, 39% of all questionnaire respondents agreed (18% agreed and 21% strongly agreed) that a fair system of managing demand for road use should be used if necessary. 29% of the consultation respondents disagreed (11% disagreed and 18% strongly disagreed).

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[26] Proportions are of comments

Figure 13: Whether agree or disagree that a fair system of managing demand for road use should be used if necessary
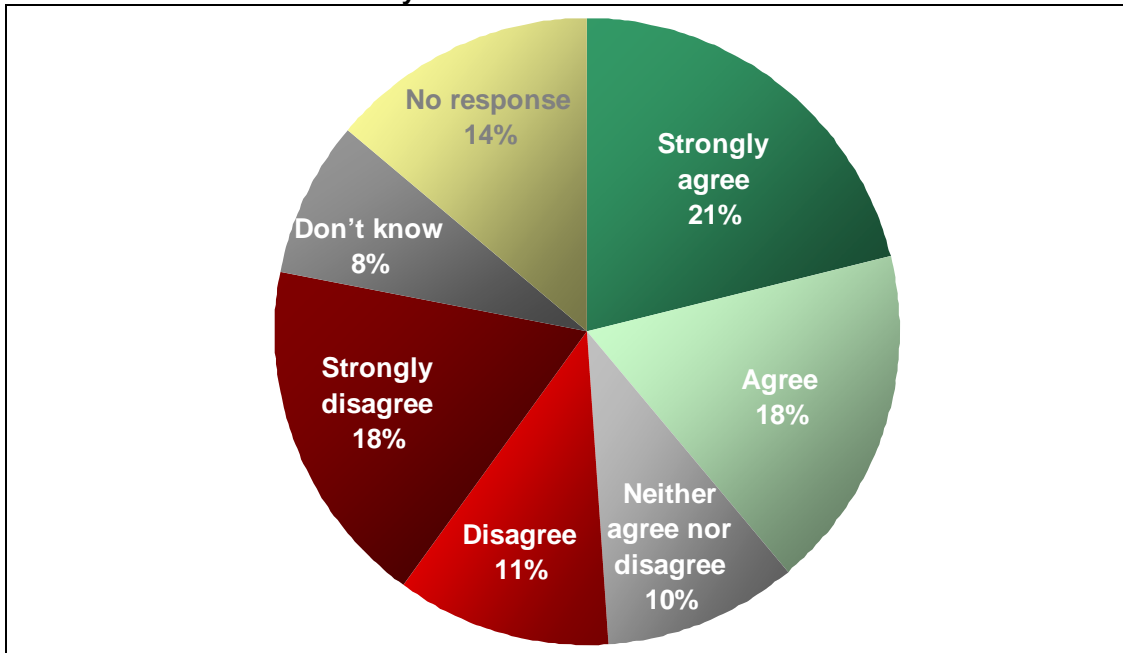
Base: 4,948 all questionnaire respondents

Respondents using the Web questionnaire had more polarised views than respondents using the paper questionnaire, with larger proportions both agreeing and disagreeing that a fair system of managing demand for road use should be used if necessary:

- 48% of respondents using the Web questionnaire agree compared to 34% using the paper questionnaire

- 33% of respondents using the Web questionnaire disagree compared to 25% using the paper questionnaire.

Respondents using the paper questionnaire were much more likely than respondents using the Web questionnaire to tick 'don't know' or to give no response.

Table 15: Whether agree or disagree that a fair system of managing demand for road use should be used if necessary by response channel

		Response channel	
	Total %	Web %	Paper %
No response	14	7	20
Strongly agree	21	27	18
Agree	18	21	16
Neither agree nor disagree	10	10	10
Disagree	11	9	12
Strongly disagree	18	24	13
Don't know	8	2	12
Base (all questionnaire respondents)	**4,948**	**2,011**	**2,937**

Note: per cents may not add to 100% because of rounding

In Table 16 we show the proportions agreeing and disagreeing that a fair system of managing demand for road use should be used if necessary (after excluding those who did not respond to this particular question).

Table 16: Whether agree or disagree that a fair system of managing demand for road use should be used if necessary by response channel – *only* **those who responded to this question**

	Total %	Response channel	
		Web %	Paper %
Strongly agree	25	28	22
Agree	21	23	20
Neither agree nor disagree	12	11	12
Disagree	13	10	15
Strongly disagree	21	26	17
Don't know	9	3	14
Base (those who responded to this question)	**4,240**	**1,878**	**2,362**

Note: per cents may not add to 100% because of rounding

Analysis by whether resident or non-resident

Respondents to the consultation who lived in London were less likely to agree that a fair system of managing demand for road use should be used if necessary than those who lived outside of London: 44% compared to 50% agree or strongly agree.

Table 17: Whether agree or disagree that a fair system of managing demand for road use should be used if necessary by whether live in London[27]

	Total %	Do you live in London?		
		Yes %	No %	Not stated %
No response	14	15	9	15
Strongly agree	21	24	29	5
Agree	18	20	21	6
Neither agree nor disagree	10	10	8	12
Disagree	11	9	5	21
Strongly disagree	18	17	24	18
Don't know	8	6	3	22
Base (all questionnaire respondents)	**4,948**	**3,791**	**394**	**763**

Note: per cents may not add to 100% because of rounding

Analysis by whether work in London or not

There was little difference in the answers to this question between respondents who stated that they worked in London and those who stated they did not work in London: 46% of the former and 47% of the latter agreed or strongly agreed that a fair system of managing demand for road use should be used if necessary.

4.7 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?

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[27] 85% answered the question about whether they lived in London

Overall, over half (58%) of all questionnaire respondents agreed to the proposal to remove the Western Extension (9% agreed and 49% strongly agreed). A quarter of the consultation respondents disagree (18% strongly disagreed and 7% agreed).

Figure 14: Whether agree or disagree with the proposal to remove the Western Extension
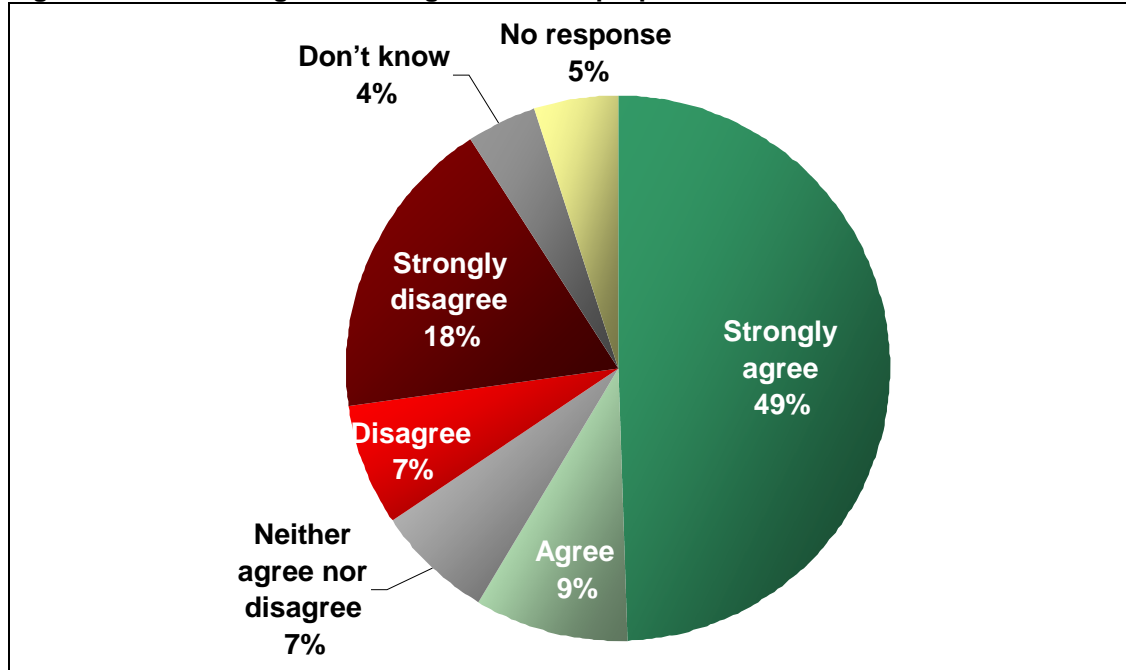
Base: 4,948 all questionnaire respondents
Note: per cents do not add to 100% because of rounding

Respondents using the paper questionnaire were much more likely to agree to the proposal to remove the Western Extension than respondents using the Web questionnaire: 65% compared to 48%.

Table 18: Whether agree or disagree with the proposal to remove the Western Extension by response channel

| | Total % | Response channel | |
		Web %	Paper %
No response	5	3	7
Strongly agree	49	36	58
Agree	9	12	7
Neither agree nor disagree	7	10	5
Disagree	7	8	6
Strongly disagree	18	28	12
Don't know	4	2	5
Base (all questionnaire respondents)	**4,948**	**2,011**	**2,937**

Note: per cents may not add to 100% because of rounding

In Table 19 we show the proportion of respondents who agreed and disagreed with the proposal to remove the Western Extension, after excluding those who did not respond to this particular question.

Table 19: Whether agree or disagree with the proposal to remove the Western Extension by response channel – *only* those who responded to this question

	Total %	Response channel	
		Web %	Paper %
Strongly agree	52	38	62
Agree	10	12	8
Neither agree nor disagree	8	10	6
Disagree	7	8	7
Strongly disagree	20	29	13
Don't know	4	2	5
Base (those who responded to this question)	**4,686**	**1,941**	**2,745**

Note: per cents may not add to 100% because of rounding

Analysis by whether resident or non-resident

Respondents to the consultation who lived in London were more likely to agree to the proposal to remove the Western Extension than those who lived outside of London: 54% compared to 46% agree or strongly agree.

Table 20: Whether agree or disagree with the proposal to remove the Western Extension by whether live in London[28]

	Total %	Do you live in London?		
		Yes %	No %	Not stated %
No response	5	5	5	7
Strongly agree	49	44	32	82
Agree	9	10	14	2
Neither agree nor disagree	7	8	11	1
Disagree	7	8	11	2
Strongly disagree	18	21	24	5
Don't know	4	4	5	*
Base (all questionnaire respondents)	**4,948**	**3,791**	**394**	**763**

* = less than 0.5%
Note: per cents may not add to 100% because of rounding

There was little difference in views on the proposal to remove the Western Extension between those who worked in London and those who did not.

Analysis by area

71% of respondents gave postcodes which could be used to disaggregate the data by area as follows:

- **WEZ/WEZ buffer** (n=347)– Residents living within the Western Extension area and within the area immediately adjacent to the Western Extension boundary who are eligible for the Residents' discount

- **OCZ/OCZ buffer** (n=81) – Residents living within the original charging zone and also within the area immediately adjacent to the original charging zone boundary who are eligible for the Residents' discount

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[28] 85% answered the question about whether they lived in London

- **Rest of London** (n=2,739) – Residents living outside both the original charging zone and the Western Extension

- **Outside London** (n=328) – Residents living outside the capital[29].

Respondents who live in the WEZ were much more likely to agree with the proposal to remove the Western Extension than those who do not: 67% who lived in the WEZ agreed or strongly agreed with the proposal to remove the Western Extension compared to 21% who lived in the Original charging zone, 51% who lived in the rest of London and 48% who lived outside London.

Table 21 show the response by area compared to the overall response.

Table 21: Whether agree or disagree with the proposal to remove the Western Extension by area

| | | area | | | |
	Total %	WEZ/WEZ buffer %	OCZ/OCZ buffer %	Rest of London %	Outside London %
No response	5	4	4	5	5
Strongly agree	49	59	15	40	34
Agree	9	8	6	11	14
Neither agree nor disagree	7	2	6	10	9
Disagree	7	4	17	8	13
Strongly disagree	18	22	46	22	21
Don't know	4	1	6	5	4
Base (all questionnaire respondents)	**4,948**	**347**	**81**	**2,739**	**328**

Note: per cents may not add to 100% because of rounding

Single Issue Responses

There was a small but significant proportion of respondents (236 respondents, 5% of the total sample) who answered this question but did not answer any part of Question 2.

Of these 236, 23 responded by Web and 213 by paper.

This group of single issue respondents were very much more likely to agree with the proposal to remove the Western Extension with nearly 100% (all but one) strongly agreeing to it compared to 49% for the whole sample (or 47% if these single issue respondents are excluded from the overall sample).

Comparison with non-statutory consultation on the future of the Western Extension

As described in Section 4.2 above, TfL undertook a non-statutory consultation on the future of the Western Extension on behalf of the Mayor in autumn 2008. It may be useful to briefly reiterate here the findings of this non-statutory consultation. In autumn 2008[30], respondents were asked to state whether the Western Extension should be kept

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[29] The consultation was primarily intended for Londoners. However, responses were received from beyond the Capital.

[30] The non-statutory consultation did not propose a modification to the Scheme Order. Instead it set out to test opinion on a range of options to enable the Mayor to hear a range of views about the future of the Western Extension. It took place over a five week period from 1 September to 5 October 2008 inclusive.

as it is, be removed, or have changes made to the way it operates. There were 27,577 public, business and other organisation responses to this informal consultation. Of these, 69% chose Option 2 '*Remove the WesternExtension*'[31], compared to 58% agreeing with the proposal to remove the Western Extension in the public and stakeholder consultation on the draft MTS, which is the subject of the present report.

The full report on the non-statutory consultation of 2008 is available on the TfL website at:
http://www.tfl.gov.uk/tfl/roadusers/congestioncharging/westernextension/default.aspx

4.8 Additional Comments about Any Aspect of the Draft Mayor's Transport Strategy

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

The open responses from the question asking if there were any additional comments about any aspect of the draft Mayor's Transport Strategy were coded to the code frame. The main comments (representing 1% or more of all respondents) by response channel are shown in Table 22 for all comments. Table 23 shows responses from individuals and Table 24 shows responses from businesses.

It should be noted that most respondents did not make comments in this section. Overall 60% did not make any comments (45% of Web and 70% of paper questionnaire respondents).

> **Note on table format for tables 22-24**
> In Q4 everyone was invited to make a comment. Therefore, in tables 22-24 we present the data as proportions of all respondents.
>
> This approach contrasts with the analysis of the open responses to Q2 where we present the data as proportions of those who made one or more comments. This is because comments in Q2 were only made if respondents chose to tick the 'other' option for one or more of the improvements listed. Many respondents did not do this but did tick one or more of the improvements listed.

The main comments were in support of removing the WEZ (5%) and on Congestion Charging generally (4%).

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[31] Just under a fifth (19%) chose Option 1 – *Keep the Western Extension as it is* and the remaining 12% chose Option 3 – *Change the way that the scheme operates*.

Table 22: Any additional comments about the MTS by response channel

		Total %	Web %	Paper %
O1	Supports removal of WEZ	5	7	4
O4	Comment on Congestion Charge generally	4	6	3
T7	General comment on MTS	4	6	2
T8	Other re Mayor or TfL	4	5	3
T3	Fares and ticketing	3	4	3
F1	Bus Service/route issues	3	3	3
F3	Bus design inc New Bus, Bendy Bus	3	4	2
T2	Financing transport schemes	2	3	2
R1	Further road user charging in London	2	4	1
D7	Other (Cycling)	2	4	1
O2	Opposes removal of WEZ	2	4	1
A6	Other (Tube)	2	2	2
H7	Other (Better Streets/Roads)	2	2	1
F4	Other (Buses)	2	2	2
A4	Tube line extensions	1	3	1
H6	Making changes to how different road users use the road/road space allocation (e.g. bus, cycle lanes)	1	3	1
H1	Parking	1	2	1
N5	CO_2 Emissions (General)	1	3	1
P2	Physical accessibility improvements, eg step-free tube, bus ramps	1	1	1
J4	River crossings	1	3	0
D6	Changes to road layout for cycling (cycle lanes, one way streets, gyratories etc)	1	2	1
B11	Other (Rail)	1	1	1
B9	DLR comment	1	2	0
B10	Tramlink comment	1	1	1
P6	Concessionary fares	1	1	1
Q3	Road Safety	1	2	1
H2	Smoothing traffic flow	1	1	1
Q2	Public Transport Safety (general)	1	1	1
N10	Other environment/climate change comment	1	1	0
B2	Increased rail capacity	1	1	0
D9	Prosecute dangerous cycling/cyclists who do not adhere to the laws of the road	1	1	1
T4	London Plan comment (planning issues)	1	1	1
Q5	Other crime, safety comment	1	1	1
B8	Crossrail 1 & 2 (inc Chelsea-Hackney line)	1	1	1
J5	Other Thames/waterways/ River Crossing comment	1	1	1
O3	Other WEZ (inc mitigation traffic, environment impacts)	1	1	1
D4	Cycle Superhighways	1	1	0
A3	Tube frequency/capacity	1	1	0
C4	Integrating London's transport system and services	1	1	0
S8	Olympic Games 2012	1	1	0
A1	More reliable/longer hours tube service	1	1	0
N7	Electric vehicles	1	1	0
B6	Integration of TfL/NR services eg Oyster PAYG on all rail	1	1	0
G4	Other (Information)	1	0	1
N9	Transport impact on natural environment	1	1	0
H4	Shared space/better streets	1	1	0
A2	Improvements to tube stations/staffing	1	1	1
	Other (sum of where proportion was less than 1%)	14	21	9
	Irrelevant	1	1	1
	No comments	60	45	70
Base (all respondents who answered the questionnaire)		**4,948**	**2,011**	**2,937**

Individuals

Comments from individuals were very similar to those for the overall sample.

Table 23: Any additional comments about the MTS – individuals

		Total %
O1	Supports removal of WEZ	5
O4	Comment on Congestion Charge generally	5
T7	General comment on MTS	5
T3	Fares and ticketing	4
T8	Other re Mayor or TfL	4
F1	Bus Service/route issues	4
F3	Bus design inc New Bus, Bendy Bus	3
T2	Financing transport schemes	3
R1	Further road user charging in London	2
D7	Other (Cycling)	2
O2	Opposes removal of WEZ	2
A6	Other (Tube)	2
H7	Other (Better Streets/Roads)	2
F4	Other (Buses)	2
A4	Tube line extensions	2
H6	Making changes to how different road users use the road/road space allocation (eg bus, cycle lanes)	2
H1	Parking	2
D6	Changes to road layout for cycling (cycle lanes, one way streets, gyratories etc)	2
N5	CO_2 Emissions (General)	2
B11	Other (Rail)	2
P2	Physical accessibility improvements, e.g. step-free tube, bus ramps	1
J4	River crossings	1
Q3	Road Safety	1
B9	DLR comment	1
B10	Tramlink comment	1
P6	Concessionary fares	1
Q5	Other crime, safety comment	1
H2	Smoothing traffic flow	1
Q2	Public Transport Safety (general)	1
B2	Increased rail capacity	1
T4	London Plan comment (planning issues)	1
D9	Prosecute dangerous cycling/cyclists who do not adhere to the laws of the road	1
B8	Crossrail 1 & 2 (inc Chelsea-Hackney line)	1
N10	Other environment/climate change comment	1
S8	Olympic Games 2012	1
B6	Integration of TfL/NR services eg Oyster PAYG on all rail	1
J5	Other Thames/waterways/ River Crossing comment	1
A3	Tube frequency/capacity	1
C4	Integrating London's transport system and services	1
D4	Cycle Superhighways	1
G4	Other (Information)	1
N9	Transport impact on natural environment	1
A1	More reliable/longer hours tube service	1
O3	Other WEZ (inc mitigation traffic, environment impacts)	1
N7	Electric vehicles	1
H4	Shared space/better streets	1
A2	Improvements to tube stations/staffing	1
S2	Radial Connectivity	1
R5	Other demand mgt/road user charging	1
D1	Cycle parking	1

Other (sum of where proportion was less than 1%)	15
Irrelevant	1
No other comments	54
Base (all individuals who answered the questionnaire)	**3,681**

Businesses

The main comments from businesses were in support of removing the WEZ (11%), or concerned the Mayor or TfL(7%).

Table 24: Any additional comments about the MTS – businesses

		Total %
O1	Supports removal of WEZ	11
T8	Other re Mayor or TfL	7
O4	Comment on Congestion Charge generally	4
T7	General comment on MTS	4
T2	Financing transport schemes	3
T3	Fares and ticketing	2
O2	Opposes removal of WEZ	2
P2	Physical accessibility improvements, e.g. step-free tube, bus ramps	2
O3	Other WEZ (inc mitigation traffic, environment impacts)	2
A6	Other (Tube)	1
H7	Other (Better Streets/Roads)	1
F4	Other (Buses)	1
H2	Smoothing traffic flow	1
Q2	Public Transport Safety (general)	1
D9	Prosecute dangerous cycling/cyclists who do not adhere to the laws of the road	1
D4	Cycle Superhighways	1
N7	Electric vehicles	1
N6	Low carbon infrastructure/tech	1
F1	Bus Service/route issues	1
F3	Bus design inc New Bus, Bendy Bus	1
R1	Further road user charging in London	1
D7	Other (Cycling)	1
N5	CO_2 Emissions (General)	1
J4	River crossings	1
N10	Other environment/climate change comment	1
J5	Other Thames/waterways/ River Crossing comment	1
S8	Olympic Games 2012	1
N9	Transport impact on natural environment	1
N3	Incentives for cleaner vehicles in private ownership (eg cars, road tax)	1
D8	Introduce a compulsory license scheme for cyclists	1
S3	Outer London comment	1
I6	Other (Freight)	1
N2	Regs & standards on GLA/public fleet for air quality/CO_2/noise	1
P4	Accessibility Plan/Disability Equality Scheme	1
	Other (sum of where proportion was less than 1%)	12
	Irrelevant	3
	No other comments	56
	Base (all businesses who answered the questionnaire)	**205**

Analysis by Theme

The code frame was organised into thematic sections (See Section 2.6). The sections which gained the highest proportions of distinct comments were 'Links to other

Strategies/Finances/General', 'Western Extension of Congestion Charge and Low Emission Zone', 'Buses', 'Better Streets and Roads' and 'Rail':

- Links to other Strategies/ Finances/ General   15% [32]
- Western Extension of Congestion Charge and Low Emission Zone   12%
- Buses   7%
- Better Streets and Roads   7%
- Rail (incl. National Rail services, TfL Overground, DLR and Tramlink) 7%
- Cycling   6%
- Tube/London underground   5%
- Environment, Air Quality & Climate Change (CO_2)   5%
- Demand Management/Road user charging   4%
- Accessibility   3%
- Crime, Safety & Security   3%
- Misc & Cross Mode Issues   3%
- Thames/River Crossings/Blue Ribbon Network   2%
- Interchange   1%
- Information   1%
- Walking   1%
- Airports/access to airports   1%
- Freight   1%
- Taxis, private hire and coaches   *

* = less than 0.5%

4.9   Questions about the Respondents

Whether Live in London

Over three quarters of the responses to the consultation were from those who identified themselves as living in London: 77% compared to 8% who identified themselves as not living in London. 15% did not respond to this question.

Respondents who used the Web questionnaire were more likely to identify themselves as living in London than those who used the paper questionnaire (12% compared to 6% [33]).

Table 25: Whether live in London by response channel

	Total %	Response channel	
		Web %	Paper %
Not stated	15	8	20
Yes	77	80	74
No	8	12	6
Base (all questionnaire respondents)	**4,948**	**2,011**	**2,937**

[32] Proportions are of comments
[33] 13% and 7% after excluding non responses

Whether work in London

Sixty per cent of the responses to the consultation were from those identified themselves as working in London and 19% said they who did not work in London. 21% did not respond to this question.

Respondents who used the Web questionnaire were more likely than those who used the paper questionnaire to say that they worked in London (73% compared to 51%[34]).

Table 26: Whether work in London by response channel

	Total %	Response channel	
		Web %	Paper %
Not stated	21	10	28
Yes	60	73	51
No	19	17	21
Base (all questionnaire respondents)	**4,948**	**2,011**	**2,937**

Respondent Type

Most of the responses to the consultation were from respondents who identified themselves as individuals rather than businesses: 74% individuals and 4% business. Over a fifth did not respond to this question including 30% of respondents who used the paper questionnaire.

Table 27: Whether answering as individual or business by response channel

	Total %	Response channel	
		Web %	Paper %
Not stated	21	9	30
As an individual	74	88	65
As a representative of a business or organisation	4	3	5
Base(all questionnaire respondents)	**4,948**	**2,011**	**2,937**

Gender

Overall, half of the respondents to the consultation who gave their gender identified themselves as male and 31% said that they were female. A fifth did not respond to this question.

Respondents who used the paper questionnaire were more likely say that they were female than those who used the web questionnaire (33% compared to 27%).

Table 28: Gender by response channel

	Total %	Response channel	
		Web %	Paper %
Not stated	20	11	26
Male	50	62	41
Female	31	27	33
Base (all questionnaire respondents)	**4,948**	**2,011**	**2,937**

---

[34] 81% and 71% after excluding non responses

Ethnic background

The respondents' ethnic background was predominantly identified as White: 57% (or 76% after excluding the 26% who did not respond to this question).

Respondents who used the Web questionnaire were more likely to say that they were White than those who used the web questionnaire (74% compared to 45%[35]).

Table 29: Ethnic background by response channel

| | Total % | Response channel | |
		Web %	Paper %
Not stated	26	12	35
Asian/Asian British	4	4	3
Chinese	1	1	1
White	57	74	45
Black/Black British	2	2	3
Mixed ethnic background	2	2	2
Other ethnic group	8	4	11
Base (all questionnaire respondents)	**4,948**	**2,011**	**2,937**

In Table 30 the data from the consultation has been re-percentaged after excluding non responses to allow for comparison with the Census data. According to the 2001 Census, 71% of the London population is white.

Table 30: Ethnic background compared to 2001 Census

	Total* of respondents %	2001Census %
White	76	71
Asian/Asian British	5	12
Black/Black British	3	11
Mixed	3	3
Chinese	1	1
Other	11	2
Base	**3,665**	**5,723,353**

* data re-percentaged after excluding 26% who did not state their ethnic background

Age

The age distribution of those who responded is shown in Table 31. Thirty two per cent of the respondents identified themselves as aged 25-44 years and 27% as aged between 45 and 64 years.

Respondents using the Web questionnaire had a younger age profile than those using the paper questionnaire. As shown in Table 31, 56% of respondents using the web questionnaire identified themselves as aged less than 45 years old, compared to 29% for the paper questionnaire.

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[35] 84% compared to 69% after excluding non response

Table 31: Age group by response channel

	Total %	Web %	Paper %
Not stated	22	9	32
Under 16	1	1	1
16-24	7	10	6
25-44	32	45	22
45-64	27	30	26
65+	10	5	14
Base(all questionnaire respondents)	**4,948**	**2,011**	**2,937**

A comparison with the 2001 Census data for London is shown in Table 32. In this table the data from the consultation has been re-percentaged after excluding under 16 year olds and non responses to allow for comparison with the Census data.

Table 32: Age profile of respondents compared to 2001 Census

	Total* of respondents %	2001 Census %
16-24	10	15
25-44	41	44
45-64	36	25
65+	13	16
Base	**3,796**	**5,723,353**

* 'Not stateds' and those aged under 16 years old have been excluded and the remaining respondents were re-percentaged up to 100%

5.   OPEN RESPONSES

5.1   Introduction

This chapter reports on the open responses received to the MTS consultation from Other Organisations, the general public and businesses.

There were 55 open responses from Other Organisations, 551 from the general public and 25 from businesses.

The quotations shown in this chapter were chosen to provide a representative view of the comments made and are not intended to be exhaustive.

> **Note on table format for tables 33-35**
>
> Table 33 for Other Organisations and Table 35 for businesses show numbers and not percentages as the sample sizes are small. In table 34 we present the data as proportions of all general public respondents who submitted an open response.
>
> The approach used to present the data in table 34 is similar to that used for tables 22-24 for Q4 where everyone was invited to make a comment and the proportions are of all respondents.
>
> This approach contrasts with the analysis of the open responses to Q2 where we present the data as proportions of those who made one or more comments. This is because comments in Q2 were only made if respondents chose to tick the 'other' option for one or more of the improvements listed. Many respondents did not do this but did tick one or more of the improvements listed.

5.2   Other Organisations

This section presents an analysis of the responses from the 55 Other Organisations who made an open response to the consultation.

These were organisations that responded to the public consultation exercise on behalf of the interests of a wider group; for example, business representative groups and residents' associations. These organisations were often limited to a particular locality, or have a relatively small membership, compared to the stakeholder organisations that TfL invited to respond to the consultation, and whose responses were analysed in TfL's Report to the Mayor.

Sample

There were 55 responses from Other organisations:

- Action Disability Kensington & Chelsea (ADKC)
- airTEXT consortium
- Barnet Labour Group
- Bexley LA21 Natural Environment Focus Group (NEFG)
- Bromley Borough Roads Action Group (BBRAG)
- Cambridge Heath and London Fields Rail Users Group
- Campaign for a Better Harrow Environment
- Cheltenham Terrace Residents Association

- Chelsea Society
- Chris Nicholson, Liberal Democrat Parliamentary Candidate for Streatham
- Chuka Umunna, Parliamentary Candidate, Streatham Labour Party
- ClientEarth
- Connect
- Croydon Mobility Forum
- Drivers Alliance
- Driver-Guides Association (DGA)
- Duncan Terrace Association
- Ealing Liberal Democrats
- Earls Court and Olympia Group (submitted by Capital and Counties and WSP Group)
- East Surrey Transport Committee
- Evolution Quarter Residents Association (EQRA)
- Friends of the North Kent Marshes
- Green Chain Working Party
- Greenwich Action to Stop Pollution (GASP)
- Greenwich and Lewisham Friends of the Earth
- HACAN ClearSkies
- Hackney and Tower Hamlets Friends of the Earth
- Hammersmith and Fulham Disability Forum (DF)
- Harrow Friends of the Earth
- Harrow Public Transport Users Association
- InHolborn
- Islington Living Streets
- Kensington Society
- King's Health Partners
- Lambeth Liberal Democrat Group
- Liftshare
- Loanna Morrison, PPC for Bermondsey and Old Southwark
- London Autism Rights Movement
- London Environmental Education
- London to Luton Coordination Corridor Group
- Mark Clarke Conservative Parliamentary Spokesman, Tooting
- Metropolitan Tabernacle Baptist Church
- Neasden Residents' Association
- Oxford and Cambridge Square Residents and Leaseholders Association
- Progressive London
- Redbridge Disability Association
- RSPB
- South Bank Employers' Group
- South East London Chamber of Commerce
- Southwark Living Streets
- Southwark Rail Users' Group
- Team London Bridge (London Bridge Business Improvement District (BID))
- West London Friends of the Earth
- Windsor Lines Passengers Association.
- Zac Goldsmith, PPC Richmond Park and North Kingston.

Response

All comments were coded to the code frame (see Appendix B).

The code frame was organised into thematic sections (See Section 2.6). The sections which gained the highest proportions of distinct comments were 'Links to other Strategies/Finances/General', 'Environment, Air Quality & Climate Change (CO_2)' and 'Rail':

- Links to other Strategies/Finances/General 13%[36]
- Environment, Air Quality & Climate Change (CO_2) 11%
- Rail (incl. National Rail services, TfL Overground, DLR and Tramlink) 10%
- Better Streets and Roads 7%
- Accessibility 7%
- Misc & Cross Mode Issues 7%
- Buses 6%
- Tube/London underground 6%
- Cycling 6%
- Western Extension of Congestion Charge and Low Emission Zone 5%
- Demand Management/Road user charging 4%
- Interchange 4%
- Airports/access to airports 4%
- Thames/River Crossings/Blue Ribbon Network 3%
- Crime, Safety & Security 3%
- Information 2%
- Walking 2%
- Freight *
- Taxis, private hire and coaches 0%

* = less than 0.5%

Table 33 shows the coding of the comments made. Because of the small sample size the table shows numbers of comments rather than percentages.

Table 33: Comments made by Other Organisations

	n
P2 Physical accessibility improvements eg step free tube/bus ramps	16
F1 Bus Service/route issues	14
N5 CO_2 emissions general	13
H7 Other - better streets/roads	12
B11 Other - rail	12
T2 Financing transport schemes	11
S1 Orbital connectivity	11
N10 Other environmental/climate change comment	11
O2 Opposes removal of WEZ	10
T3 Fares and ticketing	10
A6 Other - tube	10
T1 Working with Boroughs/LIPs process/Sub-regional plans	9
T7 General comments on MTS	9
B8 Crossrail 1 and 2	9

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[36] Percentages are of responses

		n
A3	Tube frequency/capacity	9
T8	Other re Mayor or TfL	8
Q3	Road Safety	8
J4	River crossings	8
N9	Transport impact on natural environment	8
T4	London Plan comment (planning issues)	8
T5	EDS comment	7
R1	Further road user charging in London	7
N7	Electric vehicles	7
F4	Other (Buses)	7
C5	Other (Interchange)	7
B2	Increased rail capacity	7
M3	Aircraft and environment/noise	6
M2	Surface access to airports and High Speed 2 rail	6
M1	Airports general (inc Heathrow 3rd runway, Thames Estuary Airport)	6
H6	Making changes to how different road users use the road/roadspace allocation (eg bus, cycle lanes)	6
H1	Parking	6
F3	Bus design inc New Bus, Bendy Bus	6
E4	Development of key walking routes	6
D7	Other (Cycling)	6
B6	Integration of TfL/NR services eg Oyster PAYG on all rail	6
O4	Comment on Congestion Charge generally	6
S6	Regeneration/ Economic downturn (general)	5
S3	Outer London comment	5
P6	Concessionary fares	5
O7	Oppose Deferment/Suspension of Phase 3 of LEZ	5
N4	Local air quality measures including local low emission zones	5
G1	Providing consistent signage and information for cyclists and pedestrians (inc Legible London)	5
D6	Changes to road layout for cycling (cycle lanes, one way streets, gyratories etc)	5
D4	Cycle Superhighways	5
C4	Integrating London's transport system and services	5
B10	Tramlink comment	5
A4	Tube line extensions	5
S7	Cancelled Schemes (eg Cross River Tram, Thames Gateway Bridge)	4
R6	Introduce more Park and Ride schemes servicing Central London	4
R5	Other demand mgt/road user charging	4
N1	Noise Pollution (General)	4
H4	Shared space/better streets	4
D3	Cycle Hire Schemes	4
D1	Cycle parking	4
S2	Radial Connectivity	3
R3	Smarter Travel (inc workplace and school travel plans)	3
R2	Reducing the Need to Travel	3
Q2	Public Transport Safety (general)	3
P4	Accessibility Plan/Disability Equality Scheme	3
P3	Non-physical improvements eg information, attitudes	3
P1	Public transport and access to services - eg health, education, jobs	3
O5	LEZ (General)	3
N2	Regs & standards on GLA/public fleet for air quality/CO_2/noise	3
J5	Other Thames/waterways/ River Crossing comment	3
H5	Improving the appearance of streets	3
G3	Providing travel planning and guidance to assist people in deciding how to travel	3
C2	Improving the design and quality of areas around stations and termini (inc car drop-off)	3
C1	More capacity at interchanges	3
B9	DLR comment	3

	n
A2 Improvements to tube stations/staffing	3
S8 Olympic Games 2012	2
S5 Comment on local issue	2
Q5 Other crime, safety comment	2
P5 Dial-a-Ride	2
N3 Incentives for cleaner vehicles in private ownership (eg cars, road tax)	2
I5 Rail freight	2
H2 Smoothing traffic flow	2
G4 Other (Information)	2
G2 Enhancing the provision of live information about transport (eg online and text message)	2
F2 iBus and information provision	2
E5 Other (Walking)	2
D2 Cycle training	2
B5 TfL Overground rail (inc East London Line, North LL)	2
B4 High Speed 1/ rail links to Europe	2
O6 Support Deferment/Suspension of Phase 3 of LEZ	1
O1 Supports removal of WEZ	1
N6 Low carbon infrastructure/tech	1
J2 Integrating Thames with other transport (including Oyster)	1
J1 Piers/ Wharves/Sea Ports/stopping points	1
H3 Roadworks (Permits, lane rental, control of)	1
E1 Health impacts of walking	1
E3 Improving the quality and design of streets, removing clutter	1
D9 Prosecute dangerous cycling/cyclists who do not adhere to the laws of the road	1
B7 Improved services inner + outer London	1
B1 Improved service levels (staffing, clean, secure)	1
A1 More reliable/longer hours tube service	1

Base: 55 Other Organisations; 482 comments

Details of response

The three areas which attracted the most comments were:

- physical accessibility improvements eg step-free tube, bus ramps
- bus service/route issues
- CO_2 emissions general.

Physical accessibility improvements eg step-free tube, bus ramps

There were 16 responses under **'Physical accessibility improvements eg step-free tube, bus ramps'**. Whilst there was support for the proposals within the MTS, there was also disappointment that more was not being done. As one would expect, this was stated in particular by mobility and disability groups. However, other groups also expressed concern.

Hammersmith and Fulham Disability Forum responded:

> *"Whilst supporting the Mayor's proposals the DF [Disability Forum] are disappointed that the present proposals are a dilution of previous promises in particular the percentage of stations on the tube network with step-free access has been significantly reduced."*

Harrow Friends of the Earth also raised this concern:

"Step-free access at stations should be a major priority for investment in the Underground network. Harrow-on-the-Hill is an example of a very busy station which those with mobility problems, young children or heavy luggage cannot use, at least without the greatest difficulty. Yet we are told there is no funding for improvements."

Action Disability Kensington and Chelsea provided specific examples:

"Many plans to make tube stations step free have been deferred. Of particular concern step-free access to South Kensington Station has been deferred. There is a huge need for this station to be accessible. It is well documented that disabled people have less access to goods and services and are more likely to experience inequality across many areas (such as health and education) as a result. It is also well documented that they engage less with arts institutions as a result of this inequality . . .

. . . Plans to make Ladbroke Grove Tube station step-free have also been deferred and we would ask for this to be re-considered as this area is of North Kensington has high numbers of social housing and is a 'hub' of activity."

Progressive London called for similar improvements at bus stops:

"Improve the bus waiting environment – particularly tackling the fact that while all buses themselves are step-free, only 45% of stops are fully accessible."

Hammersmith and Fulham Disability Forum noted that there were no commitments or proposals to improve the effectiveness of ramps in terms of their deployment at bus stops.

Croydon Mobility Forum suggested that the MTS should make the commitment that *"our future transportation systems are more accessible for disabled and older people, together with greater focus in ensuring all forms of transport are better integrated."*

Other organisations expressing their views on this issue included Islington Living Streets, Redbridge Disability Association, Kings Heath Partners, London Autistic Rights Movement and Ealing Borough Liberal Democrats.

Bus service/route issues

'Bus service/route issues' also attracted a high level of response, with 14 mentions on this issue. In particular, there was a perceived need for a further review of the bus service in specific areas where it was considered inadequate, called for by the following organisations: South Bank Employers Group, North London Strategic Alliance, South East London Chamber of Commerce and Loanna Morrison PPC for Bermondsey and Southwark.

The Cambridge Heath and London Fields Rail Users group and Campaign for a Better Harrow Environment wanted more bus lanes, the former recommended that:

"Bus lanes should be improved, extended and all made effective for the full 24 hours. This would remove any confusion among motorists as to whether the lane is operational. Bus lanes should continue right up to traffic signals. The law should be changed to ensure cars turning left always give way to buses in a parallel bus lane."

Campaign for a Better Harrow Environment also said:

"Fast orbital bus services with a high degree of bus lane provision are therefore essential in outer London to ensure that the metropolitan town centres do not become gridlocked as they already are for part of the working day."

Action Disability Kensington and Chelsea and Harrow Friends of the Earth expressed concern that bus services may be reduced or altered detrimentally, whilst the East London Transport Committee and Harrow Public Transport Users Association both suggested improvements to the bus network within their areas.

CO_2 emissions general

There were 13 comments on CO_2 emissions. Overall, there was clear support for the Mayor's commitment to achieving a significant reduction in CO_2 emissions. However, a number of groups expressed concern that there was a policy gap between stating this target and how it will be delivered. For example, Progressive London welcomed the proposed Climate Change Action Plan, but noted that the strategy *"fails to set out how a 60% cut in CO_2 emissions from transport will be achieved by 2025"*. Hackney and Tower Hamlets Friends of the Earth, West London Friends of the Earth and Zac Goldsmith PPC echoed this view.

Harrow Friends of the Earth and Greenwich Action Stop Pollution went further in highlighting the need to target a reduction in road building and road traffic in order to deliver the CO_2 reduction target, whilst Friends of North Kent Marshes and HACAN Clear Skies both called for reduced aviation growth.

Cambridge Heath and London Fields Rail Users Group looked to other pollutants besides CO_2,

"The Mayor's target for a 60% reduction in CO_2 by 2025 is supported, but there should be more concern about pollutants from diesel and petrol-powered motor vehicles, including nitrous oxides and particulates."

The Bromley Borough Roads Action Group called into question the basis of the Mayor's commitment to the CO_2 reduction target,

"Bearing in mind that the science associated with climate change is dubious in the extreme, it is inappropriate for the Mayor to spend large resources on trying to reduce CO_2 emissions. In practice his proposals are not going to even achieve his stated objective. If you really want to reduce CO_2 emissions the only solution would be to reduce the

population and business activities in London, when your policies seem to be the exact opposite!"

Other issues that were of particular concern

Financing transport schemes

There were eleven responses with comments on 'financing transport schemes'.

Other organisations that raised concerns around funding included The Chelsea Society, Bromley Borough Roads Action Group, The Campaign for a Better Harrow Environment, London to Luton Coordination Corridor Group, South Bank Employers Group, Hackney & Tower Hamlets Friends of the Earth and West London Friends of the Earth.

London to Luton Coordination Corridor Group were concerned that as the *"bulk of Transport for London's funding was concentrated on the implementation of Crossrail and upgrades to the Underground"* this left *"little, if any, provision for the development and implementation of other medium and large-scale schemes"*.

The Campaign for a Better Harrow Environment thought that the MTS provided a useful framework for detailed planning necessary to achieve a better Harrow environment and that it was vital that it was *"backed by adequate funding in order to ensure that Harrow is able to deliver its targets"*.

West London Friends of the Earth said that shortage of money was stated by the Mayor *"but not in the Strategy, as the reason for not enhancing buses (and also for raising fares)."*

Orbital connectivity

'Orbital connectivity' was raised in eleven responses. There was a generally positive response to the MTS on this issue amongst groups such as Progressive London, West London Friends of the Earth, Barnet Labour Group, Bromley Borough Roads Action Group.

> *"Orbital transport links in Barnet are poor and they will come under greatly increased pressure when major developments in the borough are completed and predicted population growth occurs. Therefore we welcome the intention in Policy 7 to 'seek to improve orbital connectivity in Outer London'."*
> Barnet Labour Group

Southwark Rail Users' Group said that many rail users welcomed *"the now firm plan to build the orbital Overground rail link via the East London Line Extension phase 2."* They recognised that the Mayor and TfL do not have responsibility for the other radial Overground rail services through this area but nevertheless stated that it was important that the MTS should indicate the significant role that those radial Overground rail services play in the local transport network for Zone 2 in inner south London.

Campaign for a Better Harrow Environment called for *"fast orbital bus services with a high degree of bus lane provision"* to relieve the pressure on town centre road systems and car parks.

Croydon Disability Forum asked for *"the possible funding, for an upgrade of the south London orbital road system."*

Harrow Friends of the Earth asked for orbital tram services in outer London. The London to Luton Coordination Corridor requested a clear focus on orbital public transport improvements particularly along the A406 North Circular.

Cambridge Heath and London Fields Rail Users Group said that the *"connectivity of Orbirail needs to be improved over the long term once the East London Line is open."* Progressive London said that the MTS asked for new services, like orbital and express bus routes to stimulate modal shift in Outer London.

Opposed removal of WEZ

Ten responses were opposed to the removal of WEZ. Progressive London said that the MTS was confusing and contradictory on Congestion Charging as it notes that the Mayor may consider road user charging schemes in future,

> *"...Yet, when it comes to a Congestion Charging scheme that is already in place, proven to work and which a majority of Londoners support - the Western Extension of the central London congestion zone, the Strategy proposes to scrap it. This is despite noting that the result would be "an increase in congestion in the area."*

ClientEarth said that the removal of the WEZ failed to consider the health impacts of the increased air pollution and said that the MTS contained no detailed quantified mitigation measures to offset the disbenefits of removing the WEZ.

Others who wished the WEZ to be kept included Southwark Living Streets and Islington Living Streets, The Chelsea Society, Harrow Friends of the Earth and West London Friends of the Earth, The Kensington Society and Cheltenham Terrace Residents Association.

> *"We support the retention of the Western Extension zone to the central London Congestion charge. We believe that it delivers significant benefits to the quality of life of local people through reduced congestion and improved air quality and that its removal flies in the face of other objectives such as climate change and a more liveable London."*
> Southwark Living Streets

Only one Other Organisation (Bromley Borough Roads Action Group (BBRAG)) expressed support for the removal of the WEZ .

Fares and ticketing

There were ten comments on 'fares and ticketing'. Most comments concerned high fares or increases.

Cambridge Heath and London Fields Rail Users Group said that rail and bus fares *"should be held down as far as possible and any rises should be less than any increase in motoring costs."*

Action Disability Kensington & Chelsea were concerned that as disabled people are more likely to be unemployed and living in poverty they needed access to more affordable public transport. *"Huge fare rises will have a disproportionate impact on this group already more likely to experience poverty."*

Others complaining about high fares or fare rises included Drivers Alliance, East Surrey Transport Committee, Harrow Friends of the Earth and Progressive London.

Harrow Public Transport Users Association said that the fares increases levied on bus passengers seem *"disproportionate to those levied on the Tube."*

Barnet Labour Group said that fares increases will discourage people from using more sustainable modes of transport like buses, tubes and trains.

The other comments in 'fares and ticketing' concerned increasing flexibility of Oyster.

Campaign for a Better Harrow Environment wanted Oyster to be used for a single payment for a local park and ride scheme.

Cambridge Heath and London Fields Rail Users Group believed that Oyster should be extended nationwide and for renting bicycles in the proposed London scheme.

East Surrey Transport Committee although welcoming the introduction of Oyster to National Rail stated that by *"its rigid nature"* it was proving to be less flexible than paper tickets for a number of types of journey such as when one journey is in the peak and others are in the off-peak.

Crossrail 1 and 2

Nine responses concerned Crossrail 1 and 2. Six supported plans for Crossrail 1 and/or 2.

South East London Chamber of Commerce, Railwatch, West London Friends of the Earth, Hammersmith and Fulham Disability Forum, Bexley Natural Environment Focus Group supported Crossrail.

> *"Crossrail is good news for London. The Central Line has been overcrowded for the past 30 years."*
> Railwatch

Bexley Natural Environment Focus Group added the caveat that it was extended to Abbey Wood station.

The Chelsea Society said that Crossrail 1 and 2 were *"needed to reduce crowding on existing Underground lines and establish new connections."* However, it was concerned that:

"...both the proposed Chelsea Station sites are heavily constrained by being adjacent to Conservation Areas, listed buildings and established residential streets. Neither is suited to the very large scale works associated with, for instance, the station for Crossrail 1 at Tottenham Court Road."

It was also concerned about the routing of Crossrail 2. Two 'Other Organisations' raised concerns about Crossrail.

South Bank Employers' Group were concerned that:

"...the commitment to Crossrail will hinder other very high priority transport infrastructure investment, notably at Waterloo."

Croydon Mobility Forum stated that there was too much emphasis on Crossrail.

With regard to Crossrail 2, Evolution Quarter Residents Association (EQRA) stated:

"We are concerned that references to a Crossrail 2 would drain investment from South London so any funding must be ring fenced and safe from political interference."

Frequency and capacity

Nine responses related to 'frequency and capacity' and how much more could be done.

For example, Chris Nicholson, Liberal Democrat Parliamentary Candidate for Streatham outlined his concerns:

"There is, as the document acknowledges, an urgent need to relieve the current overcrowding on the Northern Line. Whilst the currently planned upgrades and the further suggested upgrades, which are forecast to increase capacity by more than 20%, are welcome this is still not enough, given likely increasing demand and the current severe overcrowding."

The North London Strategic Alliance raised a similar concern:

"By 2025 the additional capacity from the PPP Underground Programme will not be enough to mitigate congestion levels on the Northern Line. In this context the proposed simplification and recasting of service patterns by 2020 is welcomed. However more will need to be done in the long term if planned growth is to be accommodated."

The Campaign for a Better Harrow Environment raised the following concern:

" . . . the replacement of trains on the Metropolitan Line (Proposal 20) will increase capacity by providing more standing space and less seating."

Other organisations expressing disquiet included Lambeth Democratic Group and Islington Living Streets.

InHolborn and Harrow Public Transport Users Association also outlined their requirements to improve existing capacity.

5.3 General Public

There were 551 general public written submissions in total. A majority of submissions took the form of emails (517) and the rest were letters (34).

Response

All comments were coded to the code frame (see Appendix B). The 551 respondents made 2,347 codeable comments, an average of 4.3 per respondent.

The code frame was organised into thematic sections (See Section 2.6). The sections which gained the highest proportions of distinct comments are 'Links to other Strategies/Finances/General', 'Western Extension of Congestion Charge and Low Emission Zone', 'Environment, Air Quality & Climate Change (CO_2)' and 'Better Streets and Roads':

• Links to other Strategies/Finances/General	19%[37]
• Western Extension of Congestion Charge and Low Emission Zone	12%
• Environment, Air Quality & Climate Change (CO_2)	11%
• Better Streets and Roads	9%
• Rail (incl. National Rail services, TfL Overground, DLR and Tramlink)	8%
• Cycling	7%
• Buses	5%
• Tube/London underground	5%
• Crime, Safety & Security	5%
• Misc & Cross Mode Issues	4%
• Demand Management/Road user charging	3%
• Thames/River Crossings/Blue Ribbon Network	2%
• Interchange	2%
• Accessibility	2%
• Information	1%
• Freight	1%
• Walking	1%
• Airports/access to airports	1%
• Taxis, private hire and coaches	*

* = less than 0.5%

Table 34 shows the coding of comments which were made by 3% or more of respondents.

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[37] The percentage are of responses

Table 34: Comments made by general public respondents

		%[38]
T3	Fares and ticketing	31
T8	Other re Mayor or TfL	22
O2	Opposes removal of WEZ	20
N5	CO_2 Emissions (General)	18
N10	Other environment/climate change comment	16
O1	Supports removal of WEZ	14
H7	Other (Better Streets/Roads)	13
Q3	Road Safety	13
O4	Comment on Congestion Charge generally	12
H6	Making changes to how different road users use the road/roadspace allocation (eg bus, cycle lanes)	11
B10	Tramlink comment	11
B8	Crossrail 1 & 2 (inc Chelsea-Hackney line)	11
D7	Other (Cycling)	11
A6	Other (Tube)	10
T7	General comment on MTS	10
R1	Further road user charging in London	9
T2	Financing transport schemes	9
F4	Other (Buses)	8
F1	Bus Service/route issues	8
B11	Other (Rail)	6
T4	London Plan comment (planning issues)	5
D6	Changes to road layout for cycling (cycle lanes, one way sts, gyratories etc)	5
F3	Bus design inc New Bus, Bendy Bus	5
H2	Smoothing traffic flow	5
S8	Olympic Games 2012	5
C4	Integrating London's transport system and services	4
H1	Parking	4
D4	Cycle Superhighways	4
J5	Other Thames/waterways/ River Crossing comment	4
N7	Electric vehicles	4
N9	Transport impact on natural environment	4
Q2	Public Transport Safety (general)	4
A3	Tube frequency/capacity	3
P6	Concessionary fares	3
Q5	Other crime, safety comment	3
H3	Roadworks (Permits, lane rental, control of)	3
A4	Tube line extensions	3
D1	Cycle parking	3
D9	Prosecute dangerous cycling/cyclists who do not adhere to the laws of the road	3
S1	Orbital Connectivity	3
B2	Increased rail capacity	3
J4	River crossings	3
R2	Reducing the Need to Travel	3
Other (sum of where proportion was less than 3%)		83

Base: 551 general public respondents

Details of response

Some examples of the responses made by general public respondents are shown below under the ten main response headings (excluding the other code categories such as 'Other re Mayor or TfL' or 'Other (Better Streets/Roads)' as these contained disparate comments which otherwise did not fit into a specific category).

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[38] The percentages are of respondents

For data protection reasons we have anonymised responses from members of the public.

Fares and ticketing (31% of respondents)

Almost all complained about fares increases. Some example responses are shown below:

> *"20%? Why have Oyster Single bus journey gone up 20%. Interest rates are 0.25%. Inflation is 2%.Oyster single bus journey 20%."*

> *"The present and future public transport fare increases at the levels proposed are totally unacceptable. London's fares are by far the highest of any European city, especially considering that the services provided are much superior and more reliable then in London."*

> *"Furthermore, please keep down fares to encourage use and increase the number of people who choose to use cycles, buses, the tube and trains - and their feet."*

Many linked the fares increases to removing the WEZ and/or removing bendy buses:

> *"Firstly you have made it more expensive, by not implementing the congestion charge levy on larger cars, you have had to increase the fares for everyone. By pushing through the '21st Century Routemaster' at a cost of around £60 million you have had to further increase the fare, above inflation rate for ordinary people."*

> *"Reverse the plan to increase bus and tube fares above inflation. I understand you are planning to increase fares by RPI+2% every year. Keeping the western extension would help avoid such steep rises in fares."*

Some also stated that the increase in fares ran counter to the aims of reducing carbon emissions:

> *"The plans to reduce carbon emissions and traffic are laudable, but with the increases in bus and tube fares, this will only encourage use of cars."*

Opposes the proposal to remove WEZ (20% of respondents)

The WEZ was the second most important theme with a large number of responses both for and against its proposed removal. About a fifth of responses opposed the proposed removal of the Western Extension of the Congestion Charging zone (14% supported its proposed removal).

Many pointed out that as well as reducing congestion and pollution it was also a useful source of revenue:

> *"I don't understand why you want to get rid of the Western section of the congestion zone: I have often cursed the congestion zone when I have to*

drive in London, but it is a useful source of revenue for Transport in London and of course it reduces congestion which totally overides any personal inconvenience because it is so vital to reduce emissions if our children are to have a decent future. From reading your pieces in the Telegraph I know that this concerns you too, so I hope you will try to include targets to reduce traffic, and maybe hold off increasing public transport fares (ie: by not scrapping the western extension)."

"I think that the western extension of the congestion zone is a good thing, so please do not get rid of it. It helps reduce emissions, encourages alternatives to the car and makes cycling safer in the area."

One person argued that it was beneficial for London as a whole and that "*it would be a retrogressive step to withdraw it, and thus to placate a small interest group of K&C residents and businesses.*"

Some who lived in the WEZ asked for the zone to be kept:

"I live on Westbourne Terrace and often have to make necessary journeys in my car. If you cancel the western extension, I shall no longer be able to get the residents discount and that will stop me from using my car and at the same time, cause me considerable inconvenience and hardship."

"I am appalled by the Mayor's decision to abolish the congestion charge in our area. From an environmental perspective it is absolutely the wrong thing to do. From the perspective of residents it is wrong and crazy from a financial point of view as he is short of revenue for transport generally."

CO$_2$ Emissions (General) (18% of respondents)

The majority of responses here concerned the MTS not going far enough in terms of reducing CO$_2$ emissions. A typical comment was:

"I do not feel that the proposals contained within the draft go far enough, in particular with regard to setting out how transport in London will meet its target to reduce CO$_2$ emissions by 60% by 2020."

Some put forward specific public transport proposals to help achieve such cuts:

"TROLLEY buses!!!! Clean, quiet and efficient. PLUS, LESS pollution."

"Please showcase London in time for the Olympics with a new "all electric" Routemaster bus. Show the world EV[39]s are viable, it can be done, it just needs determination. The benefits of EVs are well-known, the knock-on effect on public perception will be immense. EVs quickly becoming the talking point, then people will follow your lead with car

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[39] EV = electric vehicles

purchase decisions and CO_2 / noise will drop soon after. Lead in the EV revolution - show what Mayors are for!"

"Efficient, cheap, reliable, safe Public Transport ....would reduce the number of private cars used which in turn would help with the matter of CO_2 emissions and the serious concerns of global warming."

A number of responses also linked the planned removal of the WEZ with increased CO_2 emissions.

"We find London noisy and smelly enough as it is but at least in the congestion zone there seemed to have been a vast reduction in traffic. How are you expecting to reduce CO_2?"

"...but the big question now is how to cut the carbon emissions and I suggest that you examine the wish list of proposals and cut out any that don't contribute to reduced emissions eg, reducing the congestion zone."

Supports removal of WEZ (14% of respondents)

As mentioned above the WEZ was the second most important theme with a large number of responses both for and against its removal. Fourteen per cent supported the removal of the Western Extension of the Congestion Charging zone (20% wanted it to stay). Typical responses included:

"The Western Extension was an aberration and it will be good news when it has gone."

"My view is that this should go. Indeed it should never have been introduced in the first place and all those who warned about it have been proven to be right. Another waste of tax money down the drain."

"I also insist that the Western extension zone is scrapped. I live within it and have not seen any reduction in traffics as a result. Only higher charges from all tradesmen coming into the zone.

Many of the respondents who wished the Western Extension of the Congestion Charge to be removed raised the issue that the Mayor had been elected on the basis of removing it:

"I expect the Mayor to honour his election pledge to remove the western extension of the congestion charge."

"The Western Congestion Charge was in dispute when Boris Johnson was elected (on this ticket) now he is reneging on this promise to scrapping it, it should be removed not extended."

Some complained that the MTS was a third consultation on the issue:

"Last year, Mayor Johnson held a second consultation. The extension was again overwhelmingly rejected. ...He has now gone back on his

word; ignoring the twice-expressed views of the public. He is holding a third consultation."

"A third 'consultation' on the same issue is an utter disgrace. I believe the results will be corrupted for party political ends."

Road Safety (13% of respondents)

There were a wide range of comments made on road safety. The main areas are shown below.

Reducing speed limit to 20mph

A reduction in the speed limit to 20mph throughout London or for all roads except major throughways was suggested by some:

> *"Reducing speed is important on all except the major throughways, and we consider the Mayor should include support for a mainly 20mph London, with only the major roads exempted and allowed 30mph."*

> *"A study of 20mph zones in London showed that they had reduced casualties by 45% and fatal and serious casualties by 57%. ...The strategy should strongly recommend the 20 mph limit throughout London."*

A reduction in the speed limit to 20mph was suggested for roads designated as cycle routes as *"this would improve safety and give these marked routes some meaning."* Another respondent said that reducing traffic speeds to 20mph and would result in a huge increase in cycling *"as people who are currently afraid feel so much safer."*

Shared space/removing guardrails

Some respondents made detailed comments against the idea of shared road space or removing guardrails on the grounds that it was unsafe. One said that the *"current fashion, to create shared spaces should be firmly resisted"* as mixing pedestrians and road users in the same space created the potential for high numbers of accidents as *"all too often pedestrians feel they have an automatic right of way, encouraged, of course, by the removal of curbs."*

Another respondent said that raising the path across the roads to the height of the sidewalks in Earls Court Road and Kensington High Street had made the crossing very dangerous for pedestrians and drivers as *"between 30% and 50% of pedestrian no longer look to see if the right of way is clear for them to cross the road"* and therefore *"drivers are now at much higher risk of hitting a pedestrian."*

Someone else questioned the safety claims regarding the removal of guardrails from Kensington High Street:

> *"This is nonsense, because the analysis was flawed. Accidents from all causes were simply added together, whether they were beneficial or not. By comparing accident data for sections of Kensington High Street with*

and without guardrails I was able to deduce that removing guardrails had increased accidents by about 30%, or 5 casualties per year, but that this had been masked by decreases due to other changes, such as more crossings, better road surfacing and improved street lighting."

Shared lanes

Some said it was unsafe to allow cycles, motorcycles and buses to share lanes:

"It is also unsafe to combine bus and cycle lanes, and allowing motorbikes to use these lanes too is a tragedy waiting to happen."

"The decision to open bike lanes for motorcycles is criminal, the way it endangers lifes."

Pedestrian crossings

A few raised concerns on the safety of pedestrian crossings:

"From the viewpoint of pedestrian safety and convenience at most signalled intersections in London there needs to be an increase in the frequency of the pedestrian crossing phase, without the need to push endless buttons. Otherwise the majority of pedestrians will continue to cross unsafely without waiting for the pedestrian phase because the wait is too long."

"The pedestrian crossing outside Bermondsey tube has not worked properly for at least 5 years. I see children and teenagers crossing dangerously every day as they get fed up with the extremely slow response from the lights. Could someone please adjust them so we can cross safely???"

5.4   Business

There were 24 open written submissions from businesses. The businesses were:

- AEG Europe
- Alkol Inc
- Amba QA Ltd
- British Airways
- Barking Riverside Ltd
- BB Associates
- Biggin Hill Airport Ltd
- Colin Buchanan and Partners.
- Canary Wharf Group
- ColladoCollins
- Crowd Dynamics
- Development Securities
- DHL

- Gallery FortyOne
- GOVIA
- Land Securities
- National Grid Property Holdings (NGPH)
- NedRailways
- PricewaterhouseCoopers LLP
- Real Estate Opportunities Ltd
- Rosenstiel's
- UPS
- WiZZBiKE
- Wood Wharf (General Partner) Limited.

Sectors

Six of the companies were property or real estate companies. A further six offered professional services such as management consulting, transport planning, personal development, planning.

Four of the companies were transport companies including two air and two rail. There were two courier companies.

The remaining six companies were each in different sectors.

Response

All comments were coded to the code frame (see Appendix B).

The code frame was organised into thematic sections (See Section 2.6). The sections which gained the highest proportions of distinct comments are 'Links to other Strategies/Finances/General', 'Rail', 'Misc & Cross Mode Issues' and 'Environment, Air Quality & Climate Change (CO_2)':

- Links to other Strategies/Finances/General   16%
- Rail (incl. National Rail services, TfL Overground, DLR and Tramlink)   10%
- Misc & Cross Mode Issues   8%
- Environment, Air Quality & Climate Change (CO_2) 8%
- Interchange   7%
- Better Streets and Roads   7%
- Airports/access to airports   7%
- Tube/London underground   5%
- Thames/River Crossings/Blue Ribbon Network   5%
- Information   4%
- Freight   4%
- Western Extension of Congestion Charge and Low Emission Zone   4%
- Accessibility   4%
- Buses   3%
- Cycling   3%
- Crime, Safety & Security   2%
- Taxis, private hire and coaches   1%

- Demand Management/Road user charging   1%
- Walking   *

* = less than 0.5%

Table 35 shows the coding of all the comments made. Because of the small sample size the table shows numbers of comments rather than percentages.

Table 35: Comments made by business respondents

		n
T2	Financing transport schemes	12
C4	Integrating London's transport system and services	9
M2	Surface access to airports and High Speed 2 rail	8
B8	Crossrail 1 & 2 (inc Chelsea-Hackney line)	7
A6	Other (Tube)	5
H2	Smoothing traffic flow	5
M1	Airports general (inc Heathrow 3rd runway, Thames Estuary Airport)	5
N5	CO_2 Emissions (General)	5
S2	Radial Connectivity	5
T1	Working with Boroughs/ LIPs process/Sub-regional plans	5
T3	Fares and ticketing	5
T7	General comment on MTS	5
A4	Tube line extensions	4
B11	Other (Rail)	4
C5	Other (Interchange)	4
G2	Enhancing the provision of live information about transport (eg online and text message)	4
G3	Providing travel planning and guidance to assist people in deciding how to travel	4
H3	Roadworks (Permits, lane rental, control of)	4
H7	Other (Better Streets/Roads)	4
J2	Integrating Thames with other transport (including Oyster)	4
O1	Supports removal of WEZ	4
P2	Physical accessibility improvements, eg step-free tube, bus ramps	4
S1	Orbital Connectivity	4
S3	Outer London comment	4
T4	London Plan comment (planning issues)	4
B9	DLR comment	3
F1	Bus Service/route issues	3
F4	Other (Buses)	3
H6	Making changes to how different road users use the road/roadspace allocation (eg bus, cycle lanes)	3
I6	Other (Freight)	3
J1	Piers/ Wharves/Sea Ports/stopping points	3
J4	River crossings	3
M3	Aircraft and environment/noise	3
N1	Noise Pollution (General)	3
P1	Public transport and access to services - eg health, education, jobs	3
R1	Further road user charging in London	3
T8	Other re Mayor or TfL	3
A3	Tube frequency/capacity	2
B1	Improved service levels (staffing, clean, secure)	2
B4	High Speed 1/ rail links to Europe	2
B6	Integration of TfL/NR services eg Oyster PAYG on all rail	2
C1	More capacity at interchanges	2
C3	Reducing the need to come into central London for Interchange for journeys to other places	2
D3	Cycle Hire Schemes	2
D7	Other (Cycling)	2

	n
I1 Delivery hours and loading issues	2
I2 Freight consolidation/distribution	2
L2 Taxis/Black cabs (general)	2
N6 Low carbon infrastructure/tech	2
N7 Electric vehicles	2
N8 Adapting to/ Risk Mgt of Climate Change	2
N10 Other environment/climate change comment	2
O4 Comment on Congestion Charge generally	2
P6 Concessionary fares	2
Q2 Public Transport Safety (general)	2
Q3 Road Safety	2
S6 Regeneration/ Economic downturn (general)	2
S8 Olympic Games 2012	2
T5 Economic Development Strategy comment	2
A2 Improvements to tube stations/staffing	1
B2 Increased rail capacity	1
B5 TfL Overground rail (inc East London Line, North LL)	1
D1 Cycle parking	1
D4 Cycle Superhighways	1
D6 Changes to road layout for cycling (cycle lanes, one way sts, gyratories etc)	1
E4 Development of key walking routes	1
F2 iBus and information provision	1
F3 Bus design inc New Bus, Bendy Bus	1
G4 Other (Information)	1
H1 Parking	1
I4 Water-borne freight	1
I5 Rail freight	1
L3 Private hire/minicabs (general)	1
N4 Local air quality measures including local low emission zones	1
N9 Transport impact on natural environment	1
O2 Opposes removal of WEZ	1
O3 Other WEZ (inc mitigation traffic, environment impacts)	1
O5 LEZ (General)	1
S4 Inner London comment	1
S7 Cancelled Schemes (eg Cross River Tram, Thames Gateway Bridge)	1

Base: 24 businesses; 230 comments

Details of response

Focusing on issues where more than five businesses gave a comment, the areas which attracted most comments were:

- Financing Transport Schemes
- Integrating London's transport system and services
- Surface access to airports and High Speed 2 rail
- Crossrail 1 & 2.

Financing Transport Schemes

Whilst businesses tended to show support for the MTS and elements within it, there was a clear requirement for more explanation on how developments were to be funded as existing funding were not expected to be enough. This issue was raised by 12 businesses.

PricewaterhouseCoopers stated that there is substantial financial commitment required to deliver the strategy:

> *"This ambitious plan places significant financial obligations onto TfL, and relies on sustained government support and a wide-ranging efficiencies programme. So despite the straitened fiscal situation and inevitable pressures on central government funding, TfL must defend vigorously its settlement with government. Equally the efficiencies programme must be delivered. Reducing TfL internal and operational costs appears to be a priority, and rigorous cost and project management will be essential."*

They then went on to state areas where value for money for the transport network could be improved.

Land Securities also recommend that new methods of funding be introduced:

> *"We have seen the response prepared by London First and endorse its contents. In particular we support the view that the strategy should include a proposal to develop and promote new funding mechanisms and procurement strategies to allow important but unfunded projects to proceed. This could include Tax Increment Financing."*

In relation to cross river developments in the East London Sub Region, AEG Europe identified *"a need to include a proposal to develop and promote new funding mechanisms and procurement strategies to allow important but unfunded projects to proceed."*

Whilst Govia were mindful that the integration of underground and overground train services *"must be viewed in the context of affordability and value for money."*

Other businesses were uneasy that specific areas may be unfairly burdened with funding. Wood Wharf expressed this issue along with Amba-QA who, for example, who stated that:

> *"Motorists already pay a fortune to use the roads. We pay the government over £40 billion a year. If new facilities are needed in London, like river crossings, the Mayor should demand more of our own money back from the government. The GLA doesn't give value for money in what it takes from our council tax in London. The Mayor should look to cut down on waste before he tries to charge motorists more. He might make economies in other areas, such as officials' high salaries."*

Integrating London's transport system and services

Comments relating to an integrated transport system were on the whole positive, with nine mentions amongst businesses. PricewaterhouseCoopers believed that:

> *" . . . the strategy also sets out sensible measures to better integrate the management of the transport network across London to facilitate the connectivity of the modes."*

NED Railways Ltd demonstrated their support:

> *"We are committed to improving this whole journey, for all our passengers, and see the Mayor's Transport Strategy as an opportunity for this to be achieved in London. Interchanges, such as rail stations, should be at the heart of this approach for London."*

Additionally, Colin Buchanan and Partners welcomed the ideas presented for integrating the transport system but said that things should go further than the extension of Oyster PAYG to national rail services, suggesting Oyster could be extended to taxis and minicabs and that more could be done with respect to multi-modal information provision.

Other supporters included AEG Europe, Barking Riverside, Crowd Dynamics Limited and Wood Wharf – each stating specific examples of where a more integrated approach would assist in their area of interest.

BA expressed support for the integration of transport systems with the caveat that:

> *" . . . if high speed rail is to remove the need for some domestic flights then the interchange with Heathrow must be well-planned to ensure efficient and competitive transfers between rail and air. Without such an interchange transfer passengers would simply take flights from their regional airports direct to other EU hub airports instead."*

Surface access to airports and High Speed 2 rail

The issues around surface access to airports and high speed rail were of concern, with eight comments made. There was support for the MTS proposals, for example Colin Buchanan and Partners said:

> *"Access to Heathrow remains poor for staff and travellers, we support the creation of an extensive PRT[40] network not only linking all parts of Heathrow and its carparks but also with surrounding areas/hotels and transport hubs."*

NED Railways Ltd outlined potential benefits that they could see:

> *"The development of High Speed Two, possibly based at Euston and in conjunction with the High Level Output Statement, offers the opportunity to build innovative new approaches to transport integration at the start of the process."*

AEG Europe stated the opportunities that these improvements could provide for their business:

> *"The global status of The O2 will be further enhanced from mid 2010 with direct connections to Stratford City and Stratford international stations via the Jubilee Line. This will provide excellent links via the*

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[40] Personal Rapid Transit

High Speed 1 service to the southeast and mainland Europe. AEG would also support locating the High Speed 2 terminal at Stratford. This will provide excellent interchange opportunities for Crossrail, HS1, enhance the orbital connectivity and in turn relief congestion within Central London."

DHL expressed *"strong interest"* in the development to enhance road links between Heathrow airport and the rest of the city, which would benefit their business.

Wood Wharf Group were concerned that HSR services were accessible to businesses:

"Wood Wharf welcomes the support given to the development of international rail services but it is equally important that HSR services are accessible by the business community that relies on such links. Eurostar services capture a high proportion of business travel to Paris and Brussels and it is vital that companies in the Isle of Dogs can take full advantage of high speed rail links. The policy refers to 'some' trains stopping at Stratford but this should be more explicit."

Crossrail 1 & 2

It was evident that Crossrail developments were also supported by businesses with seven responses relating to this aspect of the strategy.

Looking at the bigger picture, PriceWaterhouseCoopers stated that:

"It is right that the Mayor's priority is to ensure the delivery of the transport plan to 2018 focusing on the major capacity improvements from Crossrail and the London Underground line upgrades."

Equally, NED Railways Ltd suggested that

"Creating new capacity will enable Overground rail stations to be treated more as 'hubs' in the overall network, closely integrated with other modes – as in the case of Crossrail (both Crossrail '1' and Crossrail '2'), the DLR extension to Dagenham Dock, Stratford International and Thameslink."

Development Securities gave positive feedback on this element of the policy. Whilst BA supported this aspect of the MTS due to the benefit that Heathrow will get from it.

Some businesses also raised concerns. For example, although Wood Wharf Group *"fully supports the Crossrail proposal and the commitment to its opening in 2017"* they also stated that:

"The success of Crossrail depends upon it being as fully accessible as possible and this requires improvements to interchange facilities at several stations in central London."

AEG Europe and Barking Riverside were supportive in their comments, but still had concerns about meeting specific development requirements in their operating areas.

APPENDIX A

Questionnaire

PLEASE COMPLETE THE QUESTIONNAIRE, FOLD IN HALF, SEAL ALONG GUMMED STRIP AND POST

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 aspect listed below please tick all 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) [   ]

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_2 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   ☐ Disagree
☐ Agree   ☐ Strongly disagree
☐ Neither agree nor 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   ☐ Disagree
☐ Agree   ☐ Strongly disagree
☐ Neither agree nor disagree   ☐ Don't know

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

APPENDIX B

Code Frame

Code Frame

A, B, C, etc are theme areas
A1, A2, A3, B1, B2 etc are comment codes within the theme areas

Column PQ: Y = corresponds directly to section or question on public questionnaire;
               * = code from other section included for ease of use

	PQ	Modes
A	Y	**Tube/London underground**
A1	y	More reliable/longer hours tube service
A2		Improvements to tube stations/staffing
A3	y	Tube frequency/ capacity
A4		Tube line extensions
A5	y	Air con on tube
P2	*	Physical accessibility improvements, eg step-free tube, bus ramps
A6		Other (Tube)
B	Y	**Rail (incl. National Rail services, TfL Overground, DLR and Tramlink)**
B1	y	Improved service levels (staffing, clean, secure)
B2	y	Increased rail capacity
B3	y	Building more rail lines
B4		High Speed 1/ rail links to Europe
B5		TfL Overground rail (inc East London Line, North LL)
B6	y	Integration of TfL/NR services eg Oyster PAYG on all rail
B7	y	Improved services inner + outer London
B8		Crossrail 1 & 2 (inc Chelsea-Hackney line)
B9		DLR comment
B10		Tramlink comment
M2	*	Surface access to airports and High Speed 2 rail
B11		Other (Rail)
C	Y	**Interchange**
C1	y	More capacity at interchanges
C2	y	Improving the design and quality of areas around stations and termini (inc car drop-off)
C3	y	Reducing the need to come into central London for Interchange for journeys to other places
C4		Integrating London's transport system and services
B6	*	Integration of TfL/NR services eg Oyster PAYG on all rail
C5		Other (Interchange)
D	Y	**Cycling**
D1	y	Cycle parking
D2	y	Cycle training
D3	y	Cycle Hire Schemes
D4	y	Cycle Superhighways
D5		Borough cycling improvements
D6		Changes to road layout for cycling (cycle lanes, one way sts, gyratories etc)
G1	*	Providing consistent signage and information for cyclists and pedestrians (inc Legible London)
D7		Other (Cycling)
D8		Introduce a compulsory license scheme for cyclists
D9		Prosecute dangerous cycling/cyclists who do not adhere to the laws of the road
E	Y	**Walking**
E1		Health impacts of walking
E2	y	Pedestrian access to PT and safety
E3	y	Improving the quality and design of streets, removing clutter
E4		Development of key walking routes
G1	*	Providing consistent signage and information for cyclists and pedestrians (inc Legible London)
E5		Other (Walking)

F	Y	**Buses**
F1		Bus Service/route issues
F2	Y	iBus and information provision
F3	Y	Bus design inc New Bus, Bendy Bus
N2	*	Regs & standards on GLA/public fleet for air quality/CO_2/noise
F4		Other (Buses)
G	**Y**	**Information**
G1	y	Providing consistent signage and information for cyclists and pedestrians (inc Legible London)
G2	y	Enhancing the provision of live information about transport (eg online and text message)
G3	y	Providing travel planning and guidance to assist people in deciding how to travel
G4		Other (Information)
H	**Y**	**Better Streets and Roads**
H1		Parking
H2		Smoothing traffic flow
H3		Roadworks (Permits, lane rental, control of)
H4		Shared space /better streets
H5		Improving the appearance of streets
H6		Making changes to how different road users use the road/roadspace allocation (eg bus,cycle lanes)
D6	*	Changes to road layout for cycling (cycle lanes, one way sts, gyratories etc)
H7		Other (Better Streets/Roads)
I	**Y**	**Freight**
I1	y	Delivery hours and loading issues
I2	y	Freight consolidation/ distribution
I3		Environment/noise impacts of freight
I4	y	Water-borne freight
I5	y	Rail freight
I6		Other (Freight)
J	**Y**	**Thames/River Crossings/Blue Ribbon Network**
J1		Piers/ Wharves/Sea Ports/stopping points
J2	y	Integrating Thames with other transport (including Oyster)
J3	y	Environmental issues for boats
J4		River crossings
I4	*	Water-borne freight
J5		Other Thames/waterways/ River Crossing comment
L		**Taxis, private hire and coaches**
L1		Regional, national and international Coach services (general)
L2		Taxis/Black cabs (general)
L3		Private hire/ minicabs (general)
M		**Airports/access to airports**
M1		Airports general (inc Heathrow 3rd runway, Thames Estuary Airport)
M2		Surface access to airports and High Speed 2 rail
M3		Aircraft and environment/noise
N		**Environment, Air Quality & Climate Change (CO_2)**
N1		Noise Pollution (General)
N2		Regs & standards on GLA/public fleet for air quality/CO_2/noise
N3		Incentives for cleaner vehicles in private ownership (eg cars, road tax)
N4		Local air quality measures including local low emission zones
N5		CO_2 Emissions (General)
N6		Low carbon infrastructure/tech
N7		Electric vehicles
N8		Adapting to/ Risk Mgt of Climate Change
N9		Transport impact on natural environment
N10		Other environment/climate change comment

O	Y	**Western Extension (WEZ) of Congestion Charge and Low Emission Zone (LEZ)**
O1		Supports removal of WEZ
O2		Opposes removal of WEZ
O3		Other WEZ (inc mitigation traffic, environment impacts)
O4		Comment on Congestion Charge generally
O5		LEZ (General)
O6		Support Deferment/Suspension of Phase 3 of LEZ
O7		Oppose Deferment/Suspension of Phase 3 of LEZ
P		**Accessibility**
P1		Public transport and access to services - eg health, education, jobs
P2		Physical accessibility improvements, eg step-free tube, bus ramps
P3		Non-physical improvements eg Information, attitudes
P4		Accessibility Plan/Disability Equality Scheme
P5		Dial-a-Ride
P6		Concessionary fares
T3	*	Fares & ticketing general
P7		Other accessibility comment
Q		**Crime, Safety & Security**
Q1		Reducing crime and fear of crime in and around transport
Q2		Public Transport Safety (general)
Q3		Road Safety
Q4		Prepare for major incidents & threats
Q5		Other crime, safety comment
R	Y	**Demand Management/Road user charging**
R1		Further road user charging in London
R2		Reducing the Need to Travel
R3		Smarter Travel (inc workplace and school travel plans)
R4		Car clubs
O4	*	Comment on Congestion Charge generally
R5		Other demand mgt/road user charging
R6		Introduce more Park and Ride schemes servicing Central London
S		**Misc & Cross Mode Issues**
S1		Orbital Connectivity
S2		Radial Connectivity
S3		Outer London comment
S4		Inner London comment
S5		Comment on local issue
S6		Regeneration/ Economic downturn (general)
S7		Cancelled Schemes (eg Cross River Tram, Thames Gateway Bridge)
S8		Olympic Games 2012
S9		Health impacts of transport
T		**Links to other Strategies/ Finances/ General**
T1		Working with Boroughs/ LIPs process/Sub-regional plans
T2		Financing transport schemes
T3		Fares and ticketing
T4		London Plan comment (planning issues)
T5		Economic Development Strategy comment
T6		Comment on Integrated Impact Assessment (IIA)
T7		General comment on MTS
T8		Other re Mayor or TfL
T9		Irrelevant