

**Richard Massett's
First Witness Statement
Statement made on
22 September 2017**

IN THE MATTER OF:

**THE PLANNING ENQUIRY
THE CAMDEN (TORRINGTON PLACE TO TAVISTOCK SQUARE)
(PRESCRIBED ROUTES, WAITING AND LOADING RESTRICTIONS
AND LOADING PLACES)
TRAFFIC ORDER (2017) ROAD TRAFFIC REGULATION ACT**

EXHIBIT

Exhibit RM9 to Witness Statement of Richard Massett.

RMG.



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London congestion 'to get worse before it gets better'



Tom Edwards
Transport correspondent, London

13 November 2015 **London**

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Traffic jams in central London have been getting worse

It's not been an easy few months for those who drive in central London.

Elephant & Castle renovations, in both morning and evening rush hours, it is clear that the roadworks around the capital are slowing drivers down.

"Whilst in the short term this is frustrating for drivers who have to experience longer commutes to work, these roadworks are a step towards creating a more sustainable modernised road network in the capital. It's important we take into consideration the long-term benefits such improvements will have on London's congestion problem."



Construction of new cycle superhighways is causing traffic jams

Of course, roadworks aren't the only cause of congestion. The Mayor has blamed it on a big rise in the number of private hire vehicles. London's growing population and a recovering economy create more construction and delivery traffic.

There is some good news, as we're told the works on the cycle superhighways should start to ease in the new year.

The bad news is congestion is going to get worse in the run-up to Christmas.

'Will get better'

Transport for London

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EXHIBIT

Exhibit RM10 to Witness Statement of Richard Massett.

RM10.

LONDON ASSEMBLY

London stalling

Reducing traffic congestion in London



Transport Committee
January 2017

Transport Committee Members



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AM (Chair)
Liberal Democrat



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UK Independence
Party



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The Transport Committee holds the Mayor and Transport for London to account for their work delivering the capital's transport network. The committee examines all aspects of the transport network and presses for improvements on behalf of Londoners.

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Caroline Pidgeon MBE AM

Chair of the Transport Committee



Over a decade ago, London led the world by introducing a Congestion Charge in the centre of the city. The scheme has proven successful, keeping a lid on private motor traffic and creating new space for buses, cyclists and pedestrians on the busiest part of our road network. Congested cities around the globe looked to London as they considered how to tackle the gridlock on their own streets.

However, congestion has begun to increase sharply again, and not just in central London but across the capital. Traffic has slowed down and road users are spending longer stuck in delays. Buses have become so unreliable that usage has begun to fall, after many years of growth. The causes of this change are complex and multiple, as our investigation has identified.

What is clear is that the current Congestion Charge is no longer fit for purpose – it is a blunt instrument using old technology that covers a tiny part of London. Fundamentally, vehicles should be charged according to their impact on congestion. Charging a daily flat rate to enter a zone may discourage some people from using part of the road network, but this approach is failing to target vehicles spending longer on the roads, at the most congested times, and travelling in other areas where congestion is high.

“The current Congestion Charge is no longer fit for purpose.”

We recommend in this report that the Mayor should make plans now to introduce road pricing in London. This idea has long been discussed, but until now the political will to make it happen has been lacking. Delaying further is not an option. There are a number of options for how this happens, which TfL will need to work out, including the geographical scope, monitoring technology and integration with Vehicle Excise Duty and the Mayor’s emissions charges. In the interim, immediate reform of the existing Congestion Charge to target it at journeys causing congestion would be worthwhile.

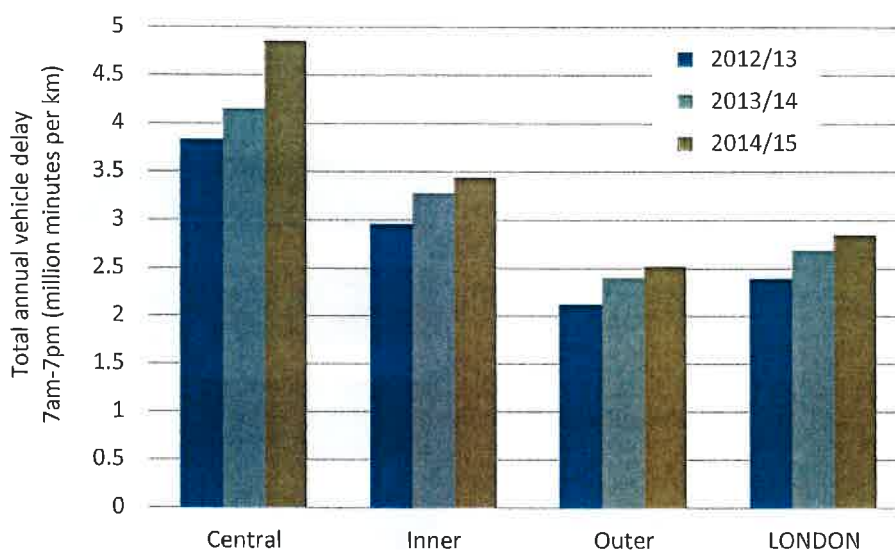
There is a range of other measures that could also help to tackle congestion. The Mayor could do more to reduce the impact of roadworks, strengthen the on-street response to major traffic incidents, and encourage Londoners to receive personal deliveries in more sustainable ways. However these measures alone will not be enough to tackle London’s congestion problem.

Summary

Congestion is a source of huge frustration to road users. It reduces the functionality of the road network, meaning journeys take longer at huge cost to the city's economy. Not only this, it contributes to London's air pollution problem.

Traffic congestion in London is getting worse. Since 2012/13, vehicle speeds on major roads have gone down and journey time reliability has got worse. Time lost to traffic delay has gone up, as have excess waiting times for buses. This is occurring in all parts of the city – central, inner and outer London.

Minutes lost to traffic delays have increased across London



Source: *Total vehicle delay for London 2014-15*, Transport for London, 2016

The causes behind this trend are complex. Fundamentally, London's road network is increasingly hosting more traffic than it has the capacity to cope with. This is not primarily because of an increase in private car usage, which has fallen. Rather, other types of traffic have increased, particularly delivery vehicles and private hire vehicles. At the same time, road space has been re-allocated away from private motorised vehicles to help improve the provision of bus services and encourage cycling and walking.

Transport for London (TfL) is doing a lot to tackle congestion, but not enough. It already uses a range of interventions, including the Central London Congestion Charge, bus priority measures, financial incentives to reduce roadworks, controlling traffic signals to respond to road incidents, and encouraging modal shift to public transport or active travel. These

motorists. The emissions charges being introduced by the Mayor – which will have little impact on congestion – and any proposed road tolls should all ultimately be integrated with a single, simple road pricing scheme.

A range of other measures need to be implemented by the Mayor to tackle congestion. Tackling the growth of commercial traffic should be a priority. Consolidation centres could help take vehicles off London's roads. While London already has a number of these, there is potential to introduce more. TfL could also address the increasing number of delivery vans making internet shopping deliveries, which is contributing to congestion, by taking steps to ensure people collect packages in more sustainable ways.

The day-to-day management of disruptions on the road could also be enhanced in several ways. TfL deploys sophisticated technology to respond to congestion-causing incidents remotely, but its on-street presence is relatively small. The new team of enforcement officers introduced to tackle congestion should be expanded.

More could be done to reduce the impact of roadworks, which are increasingly contributing to congestion. Despite the Mayor's recent action plan on congestion promising more coordination between utilities companies and others conducting works, we are not convinced TfL is using the right financial incentives to limit roadworks. TfL has also been responsible for much of the disruption during the implementation of Road Modernisation Plan schemes. While we strongly believe these should continue, they should be better planned to limit the congestion impacts.

Sadiq Khan will shortly be producing his first Mayor's Transport Strategy, defining the way he and TfL will respond to one of the biggest transport challenges facing London. The findings of our investigation show clearly that London needs bold action, with road pricing representing the best option the Mayor has to make a significant difference to congestion levels in London.

Recommendation 4

The Mayor and TfL should take steps to encourage more delivery consolidation. This will involve working with those running large construction schemes and retailers, potentially through Business Improvement Districts. The new London Plan should promote consolidation for new developments. TfL should also work with London Councils to reduce restrictions on night-time deliveries. The Mayor and TfL should write to the committee by the end of April 2017 setting out their plans to reduce commercial traffic in these ways.

Recommendation 5

TfL should pilot a ban on personal deliveries for staff. Based on the findings, the Mayor should consider extending this to all GLA Group premises, and promote this change in practice to other large employers in London. We ask that TfL write to the committee setting out plans for a pilot by the end of April 2017.

Recommendation 6

TfL should reconsider its approach to 'click and collect' at Tube and rail stations. Stations should be identified for a pilot programme in which multiple retailers and/or freight operators can deliver packages to a station for collection. We ask that TfL write to the committee confirming plans to seek partnerships of this type by the end of April 2017.

Recommendation 7

The Mayor should set out how his new regulations for the private hire industry and the legislative changes he is advocating will affect congestion levels in London. He should also commit to assessing the impact of making private hire vehicles subject to a new road pricing regime, and different options for implementing this proposal. The Mayor should write to the committee by the end of April 2017 confirming these plans.

Recommendation 8

TfL should conduct and publish an analysis of the impact of the Road and Transport Enforcement Team and, if it is proven to be cost-effective, set out plans to expand the size and coverage of the team. We ask that TfL writes to the committee by the end of April 2017 with an update.

1. Introduction

Key points

- Traffic congestion in London is getting worse. As well as being a source of huge frustration to road users, congestion costs London's economy billions of pounds every year and is damaging to Londoners' health.
- TfL already deploys a wide range of measures aimed at managing congestion. Our investigation has examined the effectiveness of these and explored possible new interventions.
- Evidence gathered for our investigation has included analysis of traffic data, our road user survey, site visits and contributions from a large number of experts and stakeholders.

site visits, including to TfL's Surface Transport and Traffic Operations Centre, the central hub from where TfL monitors and manages traffic.

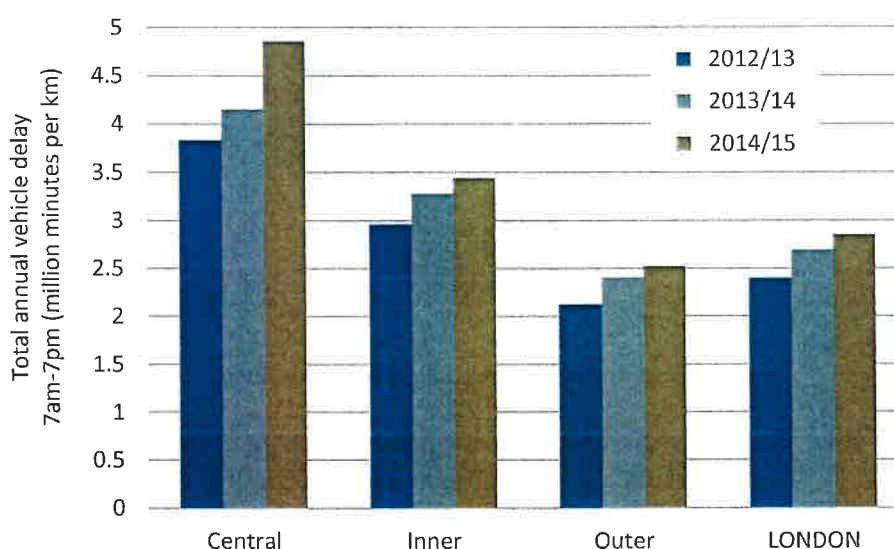
- 1.7 We also conducted a survey of Londoners to inform our investigation. This was carried out on behalf of the committee by Populus, who surveyed a representative sample of over 1,000 people.³ The road usage of our sample broadly reflected transport mode shares in London, with 64 per cent of respondents regularly travelling by bus, 57 per cent by car or van, 18 per cent by cycle, and 13 per cent by taxi or minicab.¹
- 1.8 In this report we set out the conclusions of our investigation and make a series of recommendations to the Mayor and TfL about how they can reduce traffic congestion on London's roads.

¹ Full survey findings are published alongside this report. For the question on mode usage, respondents were asked to select all modes they use at least once per week.

Traffic data

- 2.1 By any measure, congestion has been increasing across London in recent years. For instance, Figure 1 below shows how the estimated number of minutes of delay for vehicles travelling on London's roads has increased since 2012/13, in central, inner and outer London. Across London as a whole, the number of minutes lost to delay increased by 14 per cent in the two years to 2014/15.

Figure 1: Minutes lost to traffic delays have increased across London



Source: *Total vehicle delay for London 2014-15*, Transport for London, 2016

- 2.2 Other congestion measures tell a similar story:

- The average vehicle speed on major roads has fallen significantly, from 19.9 miles per hour (mph) in the fourth quarter of 2012/13, to 17.7 mph in the same period of 2015/16, a drop of 11 per cent.⁴
- Journey time reliabilityⁱⁱ on the TfL Road Network (TLRN) – the network of major roads managed by TfL – has fallen from 89.2 per cent in 2012/13 to 87.8 per cent in 2015/16.⁵
- Excess wait time for busesⁱⁱⁱ has increased from 1.0 minutes in 2012/13, to 1.2 minutes in 2015/16, a rise of 20 per cent, with ridership falling as a consequence.⁶

ⁱⁱ 'Journey time reliability' is the percentage of journeys completed within an allowable excess of 5 minutes for a standard 30 minute journey during the morning peak.

ⁱⁱⁱ 'Excess wait time' is the number of minutes that a passenger has had to wait in excess of the time that they should expect to wait if buses ran as scheduled.

Causes of increases in congestion

- 2.5 The fundamental cause of congestion is the road network having more traffic than it has capacity to manage efficiently. In recent years, London's roads have seen significant changes with both sides of this equation: increases in certain types of vehicle traffic, and a reduction in the road space available for the traffic to use.
- 2.6 In London, congestion isn't getting worse because more people are driving their own cars. Londoners' usage of cars has been falling for at least ten years. Between 2005 and 2014, all the key measures of car use – trips taken by Londoners as a car driver, the distance travelled and time spent driving – all fell by around 25 per cent.⁸
- 2.7 Many Londoners have switched to public transport. The mode share of private vehicle transport has fallen in recent years, from 41 per cent in 2003 to 32 per cent in 2014. This has corresponded with significant investment in London's public transport network, with the mode share of public transport going up from 37 to 45 per cent in the same period.⁹
- 2.8 Despite this success, there are more private motor vehicles on London's roads. Our investigation has identified significant increases in the use of two types of vehicle:
- Delivery van traffic has increased. In 2012, vans drove 3.8 billion kilometres on London's roads. In 2015 this had increased to 4.2 billion kilometres, a rise of 11 per cent.¹⁰
 - The number of private hire vehicles and drivers has increased. Licensed vehicles rose from 49,854 in March 2013 to 84,886 in November 2016 – an increase of 70 per cent in less than four years. The number of licensed drivers rose by 72 per cent over the same period, from 66,975 to 115,513.¹¹
- 2.9 Alongside this, in some areas, road space has been reduced both as a result of temporary construction work, and because of decisions by TfL and others to permanently reallocate space away from private motor traffic. As set out in TfL's submission to the committee:¹²
- “We, and other London highway authorities, have reallocated road space away from private vehicles particularly in inner London to improve road safety, increase bus service reliability, and to improve facilities for pedestrians, cyclists and taxis. This includes segregated bus and cycle lanes...
- Road space reallocation and the scale of development in London have resulted in reducing the road capacity available for car users in certain areas. This has led to a reduction in traffic volumes, but static (and more recently, rising) levels of congestion.”

2.10 The latest traffic data indicates clearly that congestion is increasing in London, with our survey of Londoners supporting this finding. Although

3. Charging for road usage

Key points

- The Central London Congestion Charge has proven successful since its introduction in 2003, but with congestion rising the Mayor needs to consider whether there are more effective ways to manage traffic levels through user charging.
- There is widespread support for a reformed road pricing regime in London, which would better target vehicles using the most congested parts of the road network at peak times. Londoners supported this idea in our congestion survey, with most saying this would be a fairer system than the Congestion Charge.
- To be most effective, road pricing should be integrated with other forms of paying for roads, including Vehicle Excise Duty and the Mayor's proposed emissions charges.

- 3.5 Our survey results indicate that the Congestion Charge is supported by Londoners, although many think the £11.50 daily charge is too high:
- 48 per cent of respondents said they support the charge (24 per cent strongly), while 27 per cent oppose it (10 per cent strongly).
 - 54 per cent of respondents said the charge is too high, 27 per cent said it is about right, and 11 per cent said it should be higher.
 - For both of these questions, respondents from lower income groups were more likely to oppose the charge and to say it was too high.
- 3.6 Considering the objective to reduce congestion, the current Congestion Charge appears to have significant flaws. It is restricted to a relatively small area, and charges all drivers the same regardless of whether they drive in the zone all day long or just for a short time. As Dr Steve Melia of the University of the West of England told us:
- “One of the reasons for the limited impact of the Congestion Charge is its flat-rate charging structure. Once you have paid for the day, there is no financial disincentive, and there is possibly a psychological incentive, to drive more. An appropriately-constructed Congestion Charge could have a much bigger impact on congestion.”¹⁵
- 3.7 David Leam of the business group London First also highlighted the lack of targeting in the current Congestion Charge regime:
- “The occurrence of congestion at the moment is wider than the current scheme, but also trying to have a bit more variance in it. The fact that we have a flat charge to cross a cordon and that there is not then at least some variability of price taking into account the fact that congestion varies over the course of the day... Just some element of variance will help sharpen the incentives for people.”¹⁶
- 3.8 Traffic congestion in central London would be much worse without the Congestion Charge. Despite this, the recent increase in congestion should lead to a reassessment of whether the policy is achieving key objectives, and how it may be modified or replaced. In the short-term, the Congestion Charge should be reformed in order to ensure it better targets congestion. We have also examined whether a new form of charging for road usage could target congestion in a more sophisticated way.**

Road pricing

- 3.9 ‘Road pricing’ is a term used to describe another way of paying for road usage. Although the Congestion Charge might be considered a form of road pricing, generally this term indicates a broader form of charging regime. Under most road pricing models, drivers incur charges based on how much they drive, rather than paying a pre-determined fee to enter a single zone. They also pay

Potential benefits

- 3.12 Most experts and stakeholders we have heard from in our investigation expressed support for road pricing. Professor Stephen Glaister of Imperial College, told us some form of road pricing was necessary to control demand:

“The demand on the road networks is going to go on and on. We could do things in outer London to increase the capacity... but we are not going to be able to deal with this in any other way than mitigating the growth in demand on the network through some kind of price incentive. It would not necessarily be Congestion Charge with a capital C as we know and understand it, but some way of giving incentive to use the road space more effectively and generate lots of revenue.”¹⁹

- 3.13 The Institution of Civil Engineers argued that the charges drivers pay should reflect road capacity:

“A move to a usage charge could more closely align costs to the user to the capacity of the road – for example, a charge based on time spent within the congestion zone would make drivers consider the amount of time spent on the road. Equally a differential pricing mechanism could be used as a means of more closely matching demand and capacity.”²⁰

- 3.14 Dr Aruna Sivakumar, also of Imperial College, said road pricing could help shift traffic to less congested times of the day:

“The important thing perhaps in the next stage is really a variance [in pricing]. For instance, trying to spread the peak because, at the end of the day, it is about whether we have capacity in the off peak or on the shoulders of the peak that in many cases we do. Admittedly, there are some routes that will struggle to find that capacity but many routes can afford to have a spreading of peaks. Peak pricing or pricing that helps spread the peak would be a big part of that picture.”²¹

- 3.15 TfL listed the potential benefits of road pricing in its submission:

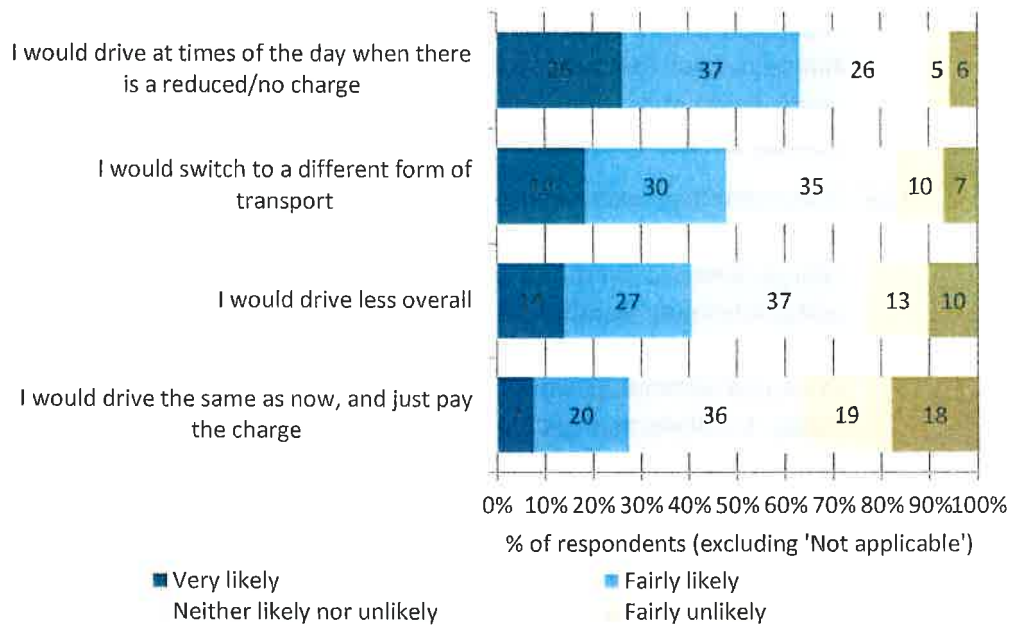
“Usage-based charging offers more flexibility to target specific types of trips and/or vehicles and could take account of time, location, distance and vehicle type.

Longer trips place greater demand on road space, so it seems appropriate to charge drivers more at congested times, proportionate to the distance driven.

Charging levels could be set to reflect the value of the road space. For instance, higher rates could be set in central London in the peak and lower rates in outer London outside of peak periods.

It offers the opportunity for a holistic approach to road user charging and to integrate other charging mechanisms that already exist.”²²

Figure 5: Drivers would change their behaviour if road pricing was introduced



Source: Transport Committee survey, September 2016

Implementation

3.19 Under the Greater London Authority Act, TfL has the power to introduce road pricing. The Act states that TfL may introduce road charges anywhere in Greater London, with different price levels depending on the time of day, area, distances travelled and type of vehicle.²³ Implementation of road pricing would present challenges, however. As TfL stated in its submission:

“The effectiveness of any usage-based road pricing scheme in reducing traffic volumes is dependent on the charge level and the spatial and temporal structure of the charge. However, the impacts of usage-based charging are largely untested, the technology requirements are complex and there are significant potential social and economic impacts which would need to be better understood.”

3.20 There are a range of different options for how road pricing could operate, for instance the level of charges and timings. It would be important for the scheme to be designed with the right mix of incentives and disincentives to target congestion effectively. Before implementing any scheme, TfL would need to rigorously assess the impact of its proposals, including equalities and environmental impacts.

3.21 TfL would need to determine the geographical scope of road pricing. With congestion high and rising across London, the existing Congestion Charge zone is focused on only one small part of the problem. Road pricing could be

Charge zone from 2017. Under ULEZ proposals, the most polluting vehicles would pay to enter a new geographical zone, which may extend as far as the North and South Circular roads, from 2019. The Environment Committee has responded to the Mayor on these proposals on behalf of the London Assembly.²⁶

- 3.27 The ULEZ and ES will not have a significant impact on traffic congestion, as they would target only a small minority of vehicles, although the coverage may increase over time. If road pricing is introduced in London, it would be possible to integrate these charges into the new regime, which could include differential charges based on the emissions standards of vehicles. On a practical level TfL is currently devising a new system of monitoring vehicles over a relatively wide area for ULEZ, so this system could be adapted for the purposes of road pricing in the future.
- 3.28 Finally, the Mayor is also proposing two new tolls for river crossings in east London. The Silvertown Tunnel is a new proposed road crossing, which drivers would have to pay a toll to use. In addition, a new toll would be levied for drivers using the existing Blackwall Tunnel. These charges would help pay for the new infrastructure and may help restrict demand. However, there are concerns about the fairness of charging east London road users for river crossings while those in central and west London – or indeed any other roads outside the Congestion Charge zone – are not tolled.
- 3.29 We believe that a comprehensive road pricing scheme is the best way forward for London, based on charging vehicles according to when, where and how much they are driven. This does not necessarily mean every driver should start paying more than they already do, but every journey should be charged according to its true cost to London in terms of congestion, pollution and public health. We recognise, of course, that some journeys made by motor vehicles can be considered necessary, and we are not looking to punish individuals or businesses for making use of London’s road network. The key objective of a road pricing scheme should be to reduce the number of motor vehicles making journeys on London’s road network, in order to reduce congestion, improve health and make the city work better for all residents.**
- 3.30 There is an opportunity for London to show leadership on this issue. The Mayor already has the power to introduce road pricing, and must show the political will to make it happen. We know it will not be universally popular but our research shows most Londoners are already in favour of this approach, and we would expect a further shift in opinion as congestion eases and drivers get used to the new system.
- 3.31 The precise arrangements for road pricing will depend on a number of factors, and the findings of TfL’s assessments of the possible impacts of the scheme. There are technical challenges, but none is insurmountable. Road pricing will clearly take a number of years to devise and implement, so it is

Workplace parking

- 3.33 Another form of road charging we have considered in this investigation is the Workplace Parking Levy (WPL). Introducing WPL would mean that employers offering parking spaces to their employees would need to pay a fee for each space. The cost of this may be passed on to employees, to customers, or absorbed by the business.
- 3.34 TfL has the power to introduce a WPL anywhere in London, while individual boroughs can also do so in their areas. To date the only city in the UK to have introduced a WPL is Nottingham, as described below.

Nottingham's Workplace Parking Levy

Nottingham introduced a WPL in October 2011.²⁷ All employers in the city offering over 10 parking spaces must pay a fee of £375 per year, per space. Around 25,000 spaces are subject to this charge.

The WPL raised £25 million in its first three years of operation, which is ring-fenced for local transport improvements. This contributed, for instance, to an extension of Nottingham's tram network, although this provided only a small proportion of the overall £570 million cost of the extension.

The city council reports that there has been a significant increase in public transport usage since the WPL was introduced, while road traffic has not increased and it has not led to businesses leaving the city, as had been feared.

- 3.35 A number of experts and stakeholders have advocated the introduction of a WPL in London to help tackle congestion, although for some this is a scheme to be pursued only if a wider road pricing scheme is not introduced.²⁸
- 3.36 TfL and London First both told us that introducing a WPL in central London was unlikely to be worthwhile, given relatively few people commute to central London by car and park at their workplace. The Campaign for Better Transport argued that the scheme would be most effective in areas outside central London:
- “London is well-placed to introduce Workplace Parking Levies. In outer London centres which are beyond the congestion charge zone, such as Uxbridge, Hounslow, Kingston or Croydon, they would provide an efficient congestion control mechanism which is currently lacking, while in Canary Wharf or the Royal Docks, they would complement existing measures in areas of intense construction activity where good public transport is already in place.”
- 3.37 A WPL would therefore seem more suited to outer London, where commuting by car is more common. However, given travel-to-work patterns do not fit

4. Commercial traffic and private hire services

Key points

- Commercial traffic is increasing in London, as a result of trends such as the boom in internet shopping and construction activity in the city. TfL should take steps to encourage more consolidation of freight traffic, and to ensure that Londoners can receive personal deliveries in more sustainable ways.
- The number of licensed private hire drivers and vehicles has increased dramatically in London in recent years, in large part as a result of operators exploiting new technology. There is evidence that this trend is contributing to London's congestion problem, although it is not clear how the changes being pursued by the Mayor will address this issue.
- Congestion from both commercial traffic and private hire traffic could be reduced through a new road pricing scheme.

4.5 Internet shopping has increased significantly in recent years. In October 2011, 9.4 per cent of all retail spending was online. In October 2016 this had increased to 15.2 per cent.³⁰ This changes traffic patterns as more vans are deployed, visiting more locations as they deliver packages to consumers and businesses. Traffic is also created by people returning items they have bought online.

4.6 A range of measures have been introduced in recent years to improve the safety record of lorries, and reduce the number of collisions between lorries and other road users. For instance, TfL has recently launched a 'Direct Vision Standard' for lorries using London's roads. Under this scheme, lorries that provide low levels of visibility from drivers' cabs will be banned from 2024. Although this and similar schemes are vital for improving road safety in London, the Freight Transport Association has suggested these requirements may inadvertently increase traffic levels. This is because delivery firms may be shifting from using a single lorry to multiple vans, which is less efficient:

"HGVs are also subject to many detailed operating requirements regarding the vehicle itself that must be complied with. In combination, the costs of complying with these regulations have, it is believed, encouraged some to utilise vans to do deliveries that could be done by HGV. If the regulatory burden on HGVs increases over time, this unintended consequence would grow."³¹

4.7 While we appreciate the potential unintended consequence of HGV regulations on freight patterns, this cannot be a reason to reduce the safety requirements for these vehicles. The growth in commercial traffic has other causes, and there are alternative measures the Mayor should consider in order to address this issue, rather than put the safety of other road users at risk.

Reducing commercial traffic

4.8 Delivery vehicles are already subject to the Congestion Charge, and we would expect that they would also be subject to any new road pricing scheme TfL introduces. A usage-based charge may be particularly beneficial for controlling commercial traffic, if delivery vehicles are travelling on busy roads for much of the day. At present the Congestion Charge scheme would charge these vehicles the same amount as those contributing much less to congestion, and would charge nothing for delivery vehicles outside the central zone. Road pricing may encourage firms to use vehicles more efficiently, or switch some deliveries to modes that cause less congestion, including rail, waterways, bicycles and motorcycles.

4.9 Other measures to reduce commercial traffic considered during our investigation include establishing more consolidation centres, modifying restrictions on night-time deliveries, and changing the way personal deliveries are received. More generally, there is potential to increase the use of bicycles in freight, particularly in the last mile of the delivery chain.

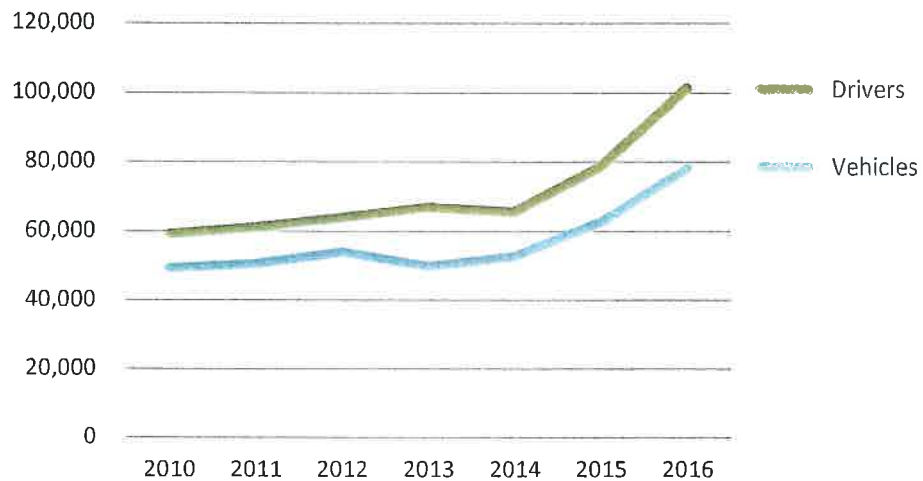
Recommendation 4

The Mayor and TfL should take steps to encourage more delivery consolidation. This will involve working with those running large construction schemes and retailers, potentially through Business Improvement Districts. The new London Plan should promote consolidation for new developments. TfL should also work with London Councils to reduce restrictions on night-time deliveries. The Mayor and TfL should write to the committee by the end of April 2017 setting out their plans to reduce commercial traffic in these ways.

Personal deliveries

- 4.14 Changing the way personal deliveries are made could also reduce traffic. We have heard that internet shopping deliveries to workplaces are contributing to congestion in central London. As Edmund King of the AA told us:
- “One of the major problems in London is people having stuff delivered to their offices in London, which is very inefficient and causes immense congestion. I know some companies have actually banned it because it is causing congestion at their reception areas, let alone on the roads. That is something we have to look at.”³⁶
- 4.15 Some companies based at Canary Wharf have taken the step of banning non-work deliveries to offices. The Mayor and TfL have no power to compel other organisations to do this, although TfL told us that it is considering a pilot scheme aimed at reducing personal deliveries to its own offices.³⁷
- 4.16 TfL also provides ‘click and collect’ at some of its stations in partnership with a number of retailers. This service allows consumers to pick up packages at convenient locations, as part of journeys they are already making. Click and collect has the potential to cut congestion by allowing delivery vehicles to reduce the number of locations they must travel to, and preventing duplicate road journeys caused by missed deliveries.
- 4.17 TfL’s record in providing click and collect is mixed, however. High-profile partnerships with the food retail industry have failed; Tesco and Sainsbury’s both ceased to offer click and collect at Tube stations in 2015.³⁸ Other retailers continue to have click and collect points at stations – for instance Argos at Cannon Street and Amazon at Finchley Central and Newbury Park – but the service is available at only a small minority of stations. It may also be the case that limiting click and collect to only one retailer at a station narrows the opportunities for passengers to take advantage of the service.
- 4.18 **TfL has a significant role to play in changing the way people receive deliveries. As a major employer, TfL can lead by example in tackling the problems caused by internet shopping being delivered to workplaces in congested areas. As the operator of hundreds of Tube and rail stations**

Figure 7: Private hire vehicle and driver licences have sharply increased



Source: Transport for London, 2016

4.21 TfL told us how private hire vehicles are contributing to congestion in central London.

“Since 2013, the number of private hire vehicles entering the Congestion Charging zone during hours of operation has increased by 54 per cent to around 15,000 vehicles a day. This means they now make up 13 per cent of motorised traffic and 38 per cent of car traffic in the zone. This is approximately double the proportion of taxis, which make up around 20 per cent of car traffic. Outside of charging hours the figures can be even higher with up to 30,000 PHVs entering the zone on Saturdays.”

4.22 Uber, a global private hire operator that has grown rapidly in London, told us that most of its bookings do not take place at peak congestion times. According to its data, only 32 per cent of Uber travel occurs between 7am and 6pm.³⁹ However, this does not mean that private hire vehicles are not present in busy areas in sufficient numbers to cause congestion; the TfL data quoted above suggests that they are.

4.23 TfL has been seeking to strengthen regulations placed on the private hire industry, most recently through its Private Hire Regulations Review, which led to new measures on insurance, driver training and the journey booking process. The Licensed Private Hire Car Association (the largest trade body for the sector) and the operator Addison Lee told us that new regulation – for instance to prevent clustering of vehicles or to remove older vehicles – could help reduce the sector’s contribution to congestion.⁴⁰ The Impact Assessment for the Private Hire Regulations Review suggested some operators may face

5. Encouraging modal shift

Key points

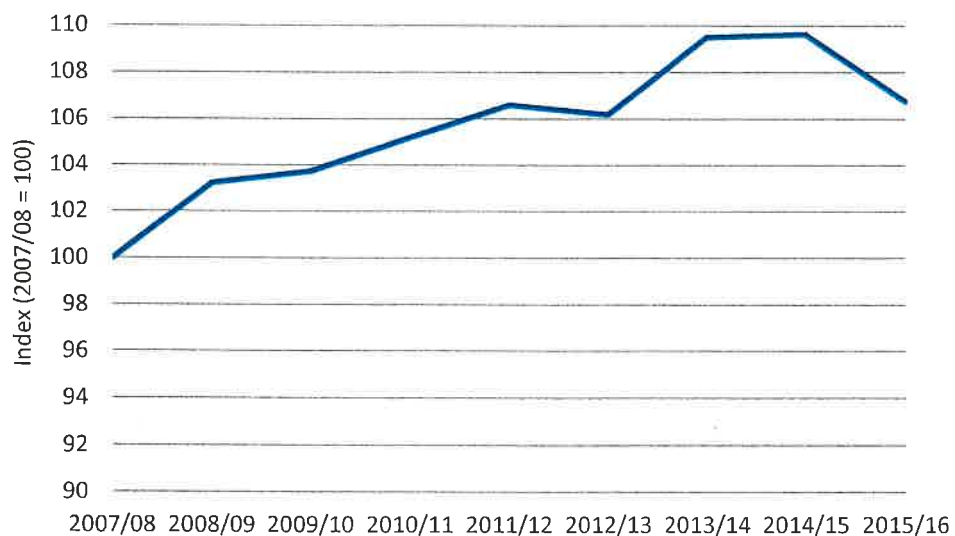
- Encouraging Londoners to shift to public transport modes and active travel would help to reduce congestion.
- Road pricing can encourage modal shift. Most drivers in London say they would consider switching to the Tube, underlining the importance of ongoing investment in capacity programmes.
- Buses are an efficient road-based mode and can help relieve congestion, but usage has fallen as a result of reduced reliability.

- 5.5 These figures reveal one of the major challenges of achieving modal shift: most drivers in our survey would choose to switch to public transport. Although the number of drivers saying they would walk or cycle more is encouraging, most would choose public transport options, particularly the Tube. Yet, at the busiest times of the day, these transport modes are already very crowded.
- 5.6 TfL is investing heavily in increasing public transport capacity, particularly on the Tube. For instance, the New Tube for London programme is set to deliver capacity increases of between 25 and 60 per cent on four lines. However, the Tube is already heavily overcrowded, and is likely to remain so as London's population grows even with TfL's upgrade programmes. TfL will therefore need to redouble its efforts to encourage more people to use active travel options.

Buses

- 5.7 London's bus network must be a major part of the solution to traffic congestion. Buses are potentially the most space-efficient vehicle on the road, considering the large number of passengers they can carry. Encouraging people to switch from private transport modes to buses would help relieve congestion. Bus usage has fallen in the past year, after growing strongly for a many years (see Figure 9 below). TfL has stated that traffic congestion has caused this drop in usage, because bus journeys have become less reliable.

Figure 9: Bus usage has fallen in London following a long period of increase



Source: Transport for London, 2016

- 5.8 TfL invests in bus priority schemes – such as bus lanes, bus-only turns, and selective vehicle detection at junctions – which are designed to ensure the effect of congestion on buses is minimised. In November 2016, the Mayor

6. Managing the road network

Key points

- TfL is upgrading its traffic management technology to enable more effective responses to congestion-causing incidents.
- An on-street presence supplements TfL's traffic management technology. However, there are no plans for TfL to expand its small team of enforcement officers despite its early success.
- Roadworks are a major cause of congestion, including those works being conducted by TfL such as the installation of Cycle Superhighways. These need to be planned more efficiently.
- Communication with drivers about expected road disruptions can help prevent congestion. A new pilot project displaying traffic information on buses could be rolled out.

to illegally parked vehicles and clearing unnecessary or poorly set-up roadworks. Officers use real-time information on road conditions to direct traffic.

- 6.6 A recent example of where this team have had a positive impact followed a major fire on Finchley Road, where officers controlled pedestrian crossings to ensure people could cross safely, and enforced a temporary ban on parking to ensure traffic could run smoothly. Alan Bristow, director of road space management at TfL, explained the benefits of the team:

“They are a very effective operational capability in that they can be tasked directly from our control room to attend incidents on the street. I would say their effect is mostly in enabling us to put a presence on the ground to make sure that what is happening down there is controlled safely. They can also stop individuals – they have those powers – from being in the wrong place, parking in the wrong place and that sort of thing. They have a local effect on what might cause congestion in an area.”

- 6.7 We asked TfL during this investigation whether there are any plans to expand this team beyond its current size of 80 officers. Despite the reported success of the scheme, TfL said it has no expansion plans.
- 6.8 **Implementing the next generation of traffic management technology will help TfL tackle incidents causing congestion on London’s roads. Recently TfL has supplemented this approach with an on-street presence, with a team of officers dedicated to ensuring smooth traffic flow. This is a relatively small team, yet despite the reported success of the scheme, TfL has no plans to extend it. This decision should be revisited.**

Recommendation 8

TfL should conduct and publish an analysis of the impact of the Road and Transport Enforcement Team and, if it is proven to be cost-effective, set out plans to expand the size and coverage of the team. We ask that TfL writes to the committee by the end of April 2017 with an update.

Reducing the impact of roadworks

- 6.9 Roadworks are a source of huge frustration to many road users. While much of this work is essential, it has to be managed effectively to minimise the disruption caused. Many roadworks are planned in advance as part of upgrade work, such as TfL’s Road Modernisation Plan. Others are unplanned, such as recent emergency works to address a spate of burst water mains around London.

- 6.14 Alan Bristow of TfL, told us that TfL would be considering whether the Superhighways programme should continue to be delivered in the same way:

“We are currently looking at extensions to the North-South Cycle Superhighway into the City and also the Cycle Superhighway 11 programme is under debate for tying down in the future. The Cycle Superhighway programme will go ahead because cycling safety demands that we keep this process going, but probably the issue was the sheer scale and speed at which the current batch of Cycle Superhighways were put out there, which we intend to learn the lessons from.”

- 6.15 **TfL’s existing roadwork schemes do not appear to be working. The Mayor’s recent announcement of new measures to minimise the impact of roadworks on congestion was encouraging, and we will monitor what effect these have. However, the Mayor’s announcement did not include any changes to the financial disincentives for organisations carrying out works through the London Permit and Lane Rental schemes. The repeated prosecutions of some companies for roadwork violations suggest that the penalties may not be strong enough.**
- 6.16 **However, closer attention should also be paid to TfL’s own contribution to disruptions on the road. Cycle Superhighways and other schemes are vital to improving the safety of cycling in London, and therefore tackling congestion through modal shift, helping a growing population to get around the city and improving health. It should continue. It is inevitable that road improvements on major roads will lead to some disruption. Yet TfL does need to learn the lessons from the introduction of the first segregated Superhighways and other Road Modernisation Plan projects, to help ensure there is no unnecessary contribution to traffic congestion during the construction phase.**

Recommendation 9

The Mayor and TfL should carry out an assessment of the effectiveness of the London Permit and Lane Rental schemes for roadworks. This should be aimed at ensuring the cost of delayed roadworks on London’s road users is reflected in the amount companies must pay. We ask that TfL write to the committee by the end of April 2017 with an update.

Recommendation 11

TfL should conduct and publish an analysis of the impact of the pilot scheme displaying traffic notices on buses and, if it is proven to be cost-effective, set out plans to roll out the programme more widely. We ask that TfL writes to the committee by the end of April 2017 with an update.

Road infrastructure

- 6.21 In recent years there have been a number of proposals to add new road infrastructure in London. For instance, in early 2016 the previous Mayor asked TfL to explore the feasibility of two new east-west road tunnels to relieve central London congestion.⁵⁹ Sadiq Khan is not taking forward these proposals, but is proposing a new road crossing the Thames in east London, the Silvertown Tunnel, alongside a number of other river crossings for public transport, cycling and walking.⁶⁰ Under the Mayor's plans, both the Silvertown Tunnel and nearby Blackwall Tunnel would be tolled, to help fund the infrastructure and restrict demand.⁶¹
- 6.22 Some stakeholders we have heard from in this investigation have backed the idea of new road infrastructure. Edmund King of the AA said that new tunnels around central London could remove traffic from congested areas.⁶² Grant Davis of the London Cab Drivers Club further explained:
- “The tunnels would work because, if I get a job in the City or Canary Wharf and they want to go to Knightsbridge or Hammersmith, either I have to come along the Embankment... or I have to go up to the Euston Road. With the developments that are looking to go at Euston Station, again, that is going to be gridlocked and so I am really stuck. These big tunnels that could go from east to west and from south to north would be fantastic, another crossing to supplement the Rotherhithe [Tunnel]. If you go to Rotherhithe Tunnel, if anything happens, it is major gridlock all through the south-east; Blackwall Tunnel likewise.”⁶³
- 6.23 However, we have also heard that building new road infrastructure would encourage more people to drive. Dr Steve Melia of the University of the West of England highlighted the risk that building a new road-based river crossing would create congestion on either side of the crossing.⁶⁴ Dr Rachel Aldred argued:
- “I would very much caution against new road infrastructure because there is plenty of evidence that building new roads will lead to more use of motor vehicles and will lead to congestion going back up again. We do need to increase capacity, but we need to increase people-carrying capacity... We really need more river crossings for walking and cycling. We need more public

Appendix 1: Views of David Kurten AM

The following statement is made by David Kurten AM, UKIP Group Lead on the Transport Committee.

The UKIP Group agrees with Recommendations 4, 5, 6, 7, 8, 9 and 11 of the report. It disagrees with Recommendations 2 and 3, and partially disagrees with Recommendations 1 and 10.

Lots of ideas have been mentioned as to why there has been a general increase in congestion in greater London over the last 25 years. We believe the ultimate reason however, is the increase in population from rapid mass immigration.

Between the census years 1991 and 2011 the British-born population in London was stable at around 5.2 million, but the foreign-born population doubled from 1.5 million to 3.0 million⁶⁶, an average of 75,000 per year. Net immigration to London from abroad has accelerated since 2011 averaging 97,000 per year between 2011 and 2015⁶⁷ and reached 133,900 in 2016.⁶⁸ The real figures are likely to be even higher as they do not include the unknown number of illegal migrants living in the capital.⁶⁹

We believe that whatever plans are enacted, congestion will continue to increase while the population is growing at the current rate of 135,000 people per year^[3], of which 133,900 is due to net immigration. This has hugely increased the demand for public transport and goods deliveries. The only way to ultimately reduce congestion on all modes of transport is to get a grip on the uncontrolled immigration of the last 20 years and stabilise the population.

Recommendation 1: Congestion Charge reform, road pricing and Vehicle Excise Duty devolution

We agree with the need to reform the Congestion Charge in the central zone to better reflect the impact of vehicles on congestion, and the principle of replacing a daily flat rate with a scheme which charging lower fees for motorists who use the zone at times when it is less congested.

However, we do not support the implementation of road pricing across the Greater London area as envisaged in the report. The report mentions road pricing schemes in Stockholm and Singapore, but these schemes go nowhere near as far as what is being suggested for London.

Recommendation 10: Road Modernisation Plan and cycling infrastructure

We support sensible measures to improve cycle safety which do not increase congestion such as Quietways where they are supported by local communities.

Cycle Superhighways, while well intended, have led to increased congestion in central London. London does not have wide and spacious boulevards like Berlin or Perth and it is not possible to convert the small amount of vehicle space that it already has into dedicated cycle lanes in an era of rapid immigration and population growth without increasing road congestion. The implementation of new Cycle Superhighways will further increase congestion and this policy needs to be rethought.

- The Alliance of British Drivers
- Barnes Coaches
- Battersea Society
- Better Bankside
- Brewery Logistics Group
- British Cycling
- Campaign for Better Transport
- Cargobike Life
- Carplus
- City of Westminster
- Confederation of Passenger Transport UK
- Connelly Coaches
- Cross River Partnership
- Delivered Exactly
- DriveNow UK
- Driver-Guides Association
- Ebdons Tours
- Federation of Small Businesses
- Freight Transport Association
- Friends of the Earth
- Gett
- GLH
- GMB
- Go-Ahead
- GreenRide Sharing
- Hackney Living Streets
- Hager Environmental & Atmospheric Technologies
- Hailo
- HubBox
- Imperial College London (Paul Fennell)
- Institute of Tourist Guiding, the Association of Professional Tourist Guides and the British Guild of Tourist Guides
- Institution of Civil Engineers
- InterCity RailFreight
- Islington Living Streets
- ITS United Kingdom
- John Lewis
- Kings College London (Gary Fuller)
- London Borough of Brent
- London Borough of Greenwich
- London Borough of Greenwich (Conservative Group)
- London Borough of Hackney
- London Borough of Kingston upon Thames
- London Borough of Lambeth
- London Borough of Redbridge

References

¹ [Traffic Note 4: Total Vehicle Delay for London 2014-15](#), Transport for London, 2016

² The Transport Committee is currently conducting a separate investigation into the bus network. For more information see:

<https://www.london.gov.uk/about-us/london-assembly/london-assemblys-current-investigations/bus-services>

³ *Londoners' Attitudes to Traffic Congestion and Road Charging*, London Assembly/Populus, 2016

⁴ [TLRN Performance Report: Quarter 4 2015/16](#), Transport for London, 2016; [London Streets Performance Report: Quarter 4 2012/13](#), Transport for London, 2013

⁵ [TfL's quarterly finance, investment and operational performance reports: Quarter 4, 2015/16](#), Transport for London, 2016; [Operational and Financial Performance Report: Fourth Quarter](#), 2012/13, Transport for London, 2013

⁶ [TfL's quarterly finance, investment and operational performance reports: Quarter 4, 2015/16](#), Transport for London, 2016; [Operational and Financial Performance Report: Fourth Quarter](#), 2012/13, Transport for London, 2013

⁷ Numbers in the chart differ to due rounding.

⁸ [Travel in London 8](#), Transport for London, 2016

⁹ [Travel in London 8](#), Transport for London, 2016

¹⁰ [Traffic volume – kilometres](#), Department for Transport, 2016

¹¹ [Licensing information](#), Transport for London

¹² Submission from Transport for London, September 2016. All submissions received by the committee are published on the London Assembly website alongside this report.

¹³ Transport Committee meeting, 8 September 2016 (first panel). The transcript of this meeting is available at:

<https://www.london.gov.uk/moderngov/ieListDocuments.aspx?CId=173&MIId=6152&Ver=4>

¹⁴ TfL annual reports and statements of account, 2003/04 to 2015/16.

Available at: <https://tfl.gov.uk/corporate/publications-and-reports/annual-report>

¹⁵ Submission from Dr Steve Melia, August 2016

¹⁶ Transport Committee meeting, 8 September 2016 (second panel)

⁴⁰ Submission from Addison Lee, November 2016; Submission from Licensed Private Hire Car Association, September 2016

⁴¹ [*Private Hire Vehicles Regulation Proposals: Integrated Impact Assessment*](#), Transport London/Mott McDonald, January 2016

⁴² Sadiq Khan, Mayor's Question Time, 16 November 2016. The minutes and transcript of this meeting are available at:

<http://www.london.gov.uk/moderngov/ieListDocuments.aspx?CId=183&MId=6040>

⁴³ [*Travel in London: Report 8*](#), Transport for London, 2015

⁴⁴ [*Mayor of London vows to tackle London's road congestion*](#), Greater London Authority, 21 November 2016

⁴⁵ [*Transport Committee letter to the Mayor*](#), London Assembly, September 2016. The TfL consultation is available at:

<https://consultations.tfl.gov.uk/buses/west-end-bus-changes/>

⁴⁶ Further information about this investigation is here:

<https://www.london.gov.uk/about-us/london-assembly/london-assemblys-current-investigations/bus-services>

⁴⁷ The committee visited the Surface Transport and Traffic Operations Centre in July 2016. Notes are available at:

<https://www.london.gov.uk/moderngov/documents/s59385/Appendix%20%20-%20control%20centres%20site%20visit.pdf>

⁴⁸ [*£4 billion road modernisation programme gets underway*](#), Transport for London, 25 March 2015

⁴⁹ Submission from Transport for London, September 2016

⁵⁰ [*Surface Intelligent Transport System*](#), TfL Programmes and Investment Committee, 30 November 2016

⁵¹ [*Mayor and TfL launch new team to crack down on congestion*](#), Transport for London, 30 November 2015. Gracechurch Street, Bank; Eastcheap to Leadenhall, Bank; Gosport Street to Hoe Street, Walthamstow; Hackney Road to Ball Pond Road, Dalston; Ladywell to Loampit Vale, Lewisham; Highshore Road to Heaton Road, Peckham; Manor Park Road/Craven Park to Manor Park Road/High Street, Harlsden; Kensington High Street to Notting Hill Gate, Kensington; Columbia Avenue to Balmoral Road, Worcester Park; Gatton Road to Trevelyn Road, Tooting.

⁵² [*Surface Transport - Key Performance Indicators 2010/11 to 2015/16*](#), Transport for London, November 2016

⁵³ [*British Telecom ordered to pay more than £8,000 for dangerous and disruptive roadworks*](#), Transport for London, 28 June 2016

⁵⁴ [*Teamwork on roadworks in 2015 saves over 144,000 hours of disruption*](#), Transport for London, 14 January 2016

If you, or someone you know, needs a copy of this report in large print or braille, or a copy of the summary and main findings in another language, then please call us on: 020 7983 4100 or email: assembly.translations@london.gov.uk.

Chinese

如您需要这份文件的简介的翻译本，
请联系我们或按上面所提供的邮寄地址或
Email 与我们联系。

Vietnamese

Nếu ông (bà) muốn nội dung văn bản này được dịch sang tiếng Việt, xin vui lòng liên hệ với chúng tôi bằng điện thoại, thư hoặc thư điện tử theo địa chỉ ở trên.

Greek

Εάν επιθυμείτε περίληψη αυτού του κειμένου στην γλώσσα σας, παρακαλώ καλέστε τον αριθμό ή επικοινωνήστε μαζί μας στην ανωτέρω ταχυδρομική ή την ηλεκτρονική διεύθυνση.

Turkish

Bu belgenin kendi dilinize çevrilmiş bir özetini okumak isterseniz, lütfen yukarıdaki telefon numarasını arayın, veya posta ya da e-posta adresi aracılığıyla bizimle temasa geçin.

Punjabi

ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਸੰਖੇਪ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਲੈਣਾ ਚਾਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫੋਨ ਕਰੋ ਜਾਂ ਉੱਪਰ ਦਿੱਤੇ ਡਾਕ ਜਾਂ ਈਮੇਲ ਪਤੇ 'ਤੇ ਸਾਨੂੰ ਸੰਪਰਕ ਕਰੋ।

Hindi

यदि आपको इस दस्तावेज़ का सारांश अपनी भाषा में चाहिए तो उपर दिये हुए नंबर पर फोन करें या उपर दिये गये डाक पते या ई मेल पते पर हम से संपर्क करें।

Bengali

আপনি যদি এই দস্তাবেজের একটি সারাংশ নিজের ভাষায় পেতে চান, তাহলে যথা করে ফোন করবেন অথবা উল্লেখিত ডাক ঠিকানায় বা ই-মেইল ঠিকানায় আমাদের সাথে যোগাযোগ করবেন।

Urdu

اگر آپ کو اس دستاویز کا خلاصہ اپنی زبان میں درکار ہو تو، براہ کرم نمبر پر فون کریں یا مذکورہ بالا ڈاک کے پتے یا ای میل پتے پر ہم سے رابطہ کریں۔

Arabic

الحصول على ملخص لهذا المستند بلغة،
فسرّجاء الاتصال برقم الهاتف أو الاتصال على
ال عنوان البريدي العادي أو عنوان البريدي
ال إلكتروني أعلاه.

Gujarati

જો તમારે આ દસ્તાવેજનો સાર તમારી ભાષામાં જોઈતો હોય તો ઉપર આપેલ નંબર પર ફોન કરો અથવા ઉપર આપેલ ટપાલ અથવા ઈ-મેઇલ સરનામા પર અમારો સંપર્ક કરો.



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**Richard Massett's
First Witness Statement
Statement made on
22 September 2017**

IN THE MATTER OF:

**THE PLANNING ENQUIRY
THE CAMDEN (TORRINGTON PLACE TO TAVISTOCK SQUARE)
(PRESCRIBED ROUTES, WAITING AND LOADING RESTRICTIONS
AND LOADING PLACES)
TRAFFIC ORDER (2017) ROAD TRAFFIC REGULATION ACT**

EXHIBIT

Exhibit RM11 to Witness Statement of Richard Massett.

Rm 11



The Licensed Taxi Drivers' Association

Taxi House

Woodfield Road

London

W9 2BA

20 October 2016

Dear Simi,

LTDA Tavistock Place Torrington Place Consultation Response

The Licensed Taxi Drivers' Association, the major representative body for London's 25,000 taxi drivers, has taken the decision to **Oppose** the Tavistock Place and Torrington Place measures proposed by Camden Council, following consultation with its members, the Bloomsbury community, and local businesses.

The LTDA would also not be supportive of the return of the pre-trial layout. The LTDA believes that Camden Council can deliver a better scheme on Tavistock Place and Torrington Place for all road users in the Bloomsbury area as detailed below.

This response is supported by the two other members of the London Cab Ranks Committee: Unite the Union Cab Section and the London Cab Drivers' Club.

A consultation report is included alongside this submission providing the evidence base used by the LTDA to reach these conclusions.

In summary, the LTDA would support Camden Council reviewing the measures on Torrington Place and Tavistock Place in conjunction with the wider Bloomsbury area. The LTDA believes that there is scope to provide two cycle lanes, two traffic lanes, and improvements to the pedestrian areas on Torrington Place and Tavistock Place. Were Camden Council to rule there to be insufficient space for this on Tavistock Place, we would support Camden Council reviewing the possibility of two way working between Bedford Way and Byng Place. The LTDA also believes that the direction of the one-way system currently in place on Montague Place and Russell Square could also be reviewed to provide an alternative route travelling from East to West that does not require travel on Euston Road.

The LTDA believes that these solutions will provide improvements to the local cycle network, relieving the busy cycle lane that was previously on the route, whilst also reducing congestion and air pollution within the wider area that has been displaced by the removal of the east to west route.

The three key concerns the LTDA has with retention of the current measures are as follows:



Tavistock Place has resulted in them needing to be dropped in side streets, leading to sometimes lengthy walks to their destinations.

It should be noted that the proposal for stepped tracks do pose challenges for accessibility, particularly for wheelchair users travelling by black cab. At Pancras Way – where Camden Council has installed a stepped track – the dimensions make it difficult to deploy the ramp to allow sufficient room for a wheelchair to board/exit the vehicle easily. As such, the accessibility of this road for disabled and elderly passengers has been reduced. The LTDA believes that, if stepped tracks were to be installed, the dimensions should mean that it remains possible to deploy the ramp safely so that wheelchair users can board and disembark from a black cab.

The accessibility of the entire route has been restricted due to the west to east one-way nature of the measures. This means that the ramp – which is on the left-hand side of the vehicle – is unable to be deployed due to the location of the cycle way. Most notable is the Tavistock Hotel taxi rank which, due to its location on the right hand side of the vehicle, means that wheelchair users need to be picked up in side streets before finding their own way to the Hotel or their destination. If the measures were to go ahead as proposed, the LTDA would request modifications at this location to allow for deployment of the ramp.

The route previously was an important road for taxis and emergency vehicles taking people to University College Hospital, Great Ormond Street and the Royal National Orthopaedic Hospital. Cutting the direct route along Tavistock Place and Torrington Place has increased the journey time for vehicles travelling to the hospital potentially putting lives at risk through sending emergency service vehicles into already congested traffic corridors such as the Euston Road.

The LTDA believes that these three key points can be addressed through modifications to the scheme and if these changes could be delivered, the LTDA would consider withdrawing its opposition to these proposals.

Yours sincerely,

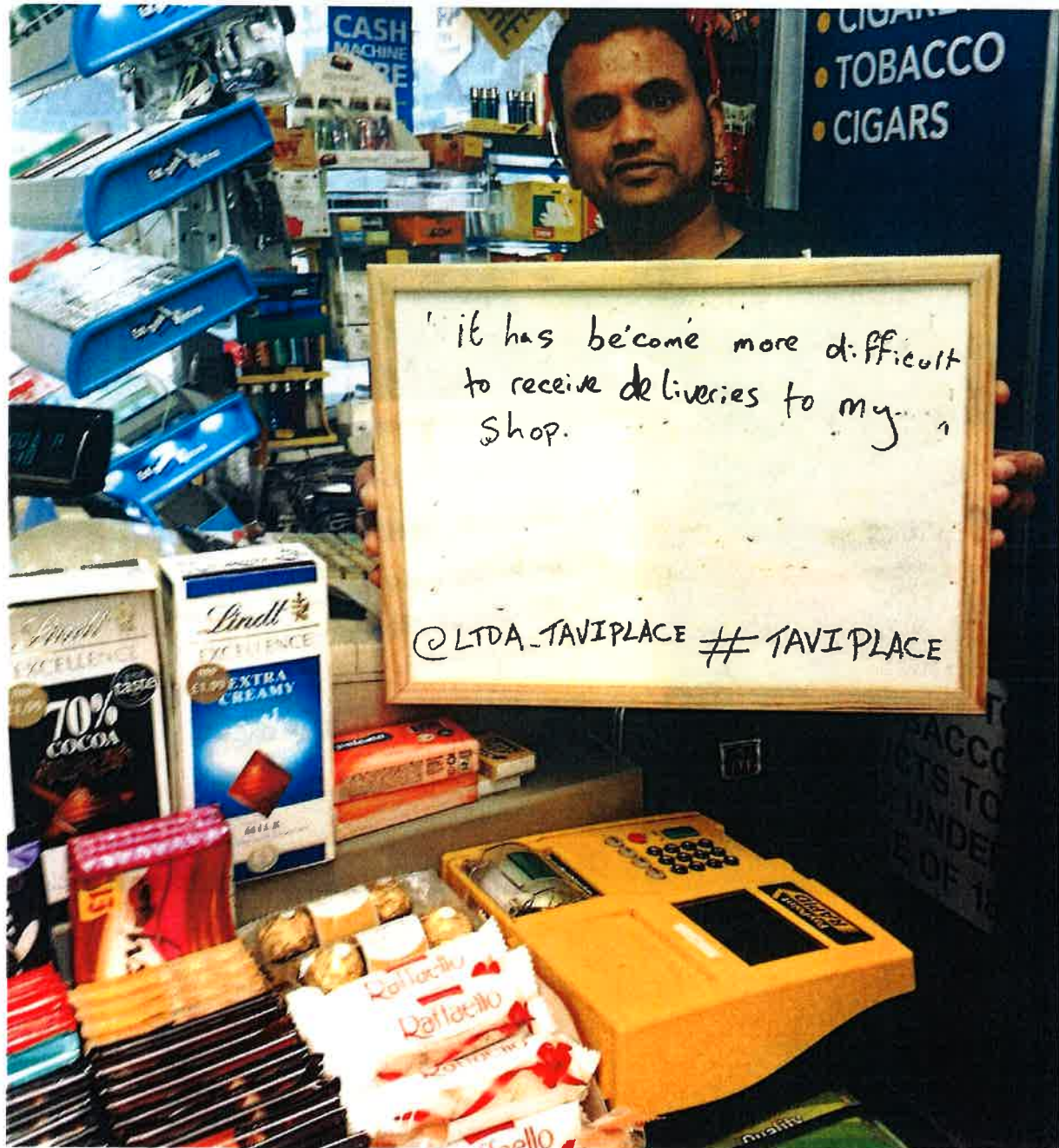
A handwritten signature in black ink, which appears to read "Richard Massett". The signature is written in a cursive style and is positioned above a horizontal line that serves as a separator.

Richard Massett

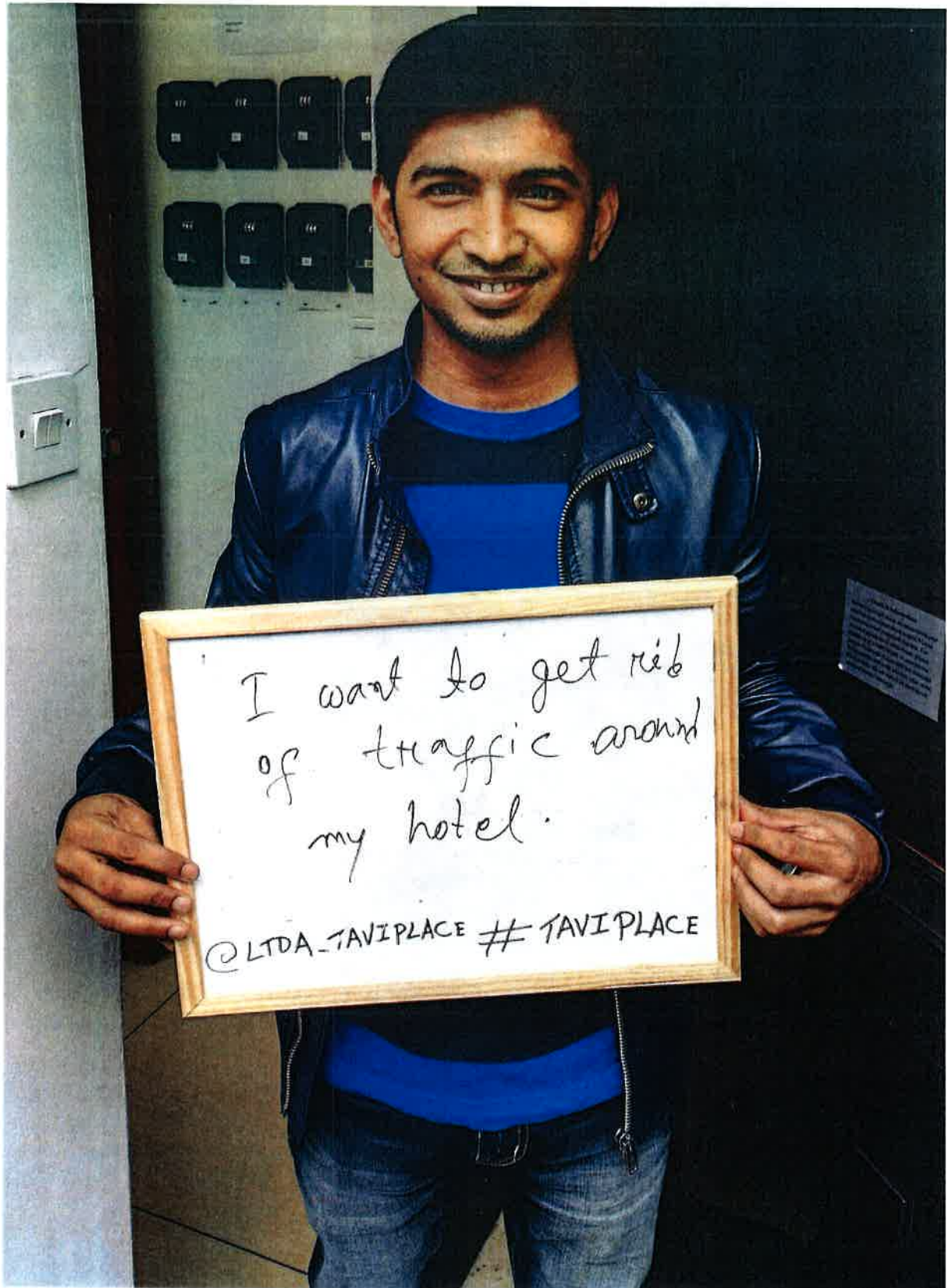
Chairman, LTDA

Testimonials

"It has become more difficult to receive deliveries to my shop"



"I want to get rid of traffic around my hotel"





Tavistock Place
Torrington Place
Consultation Report

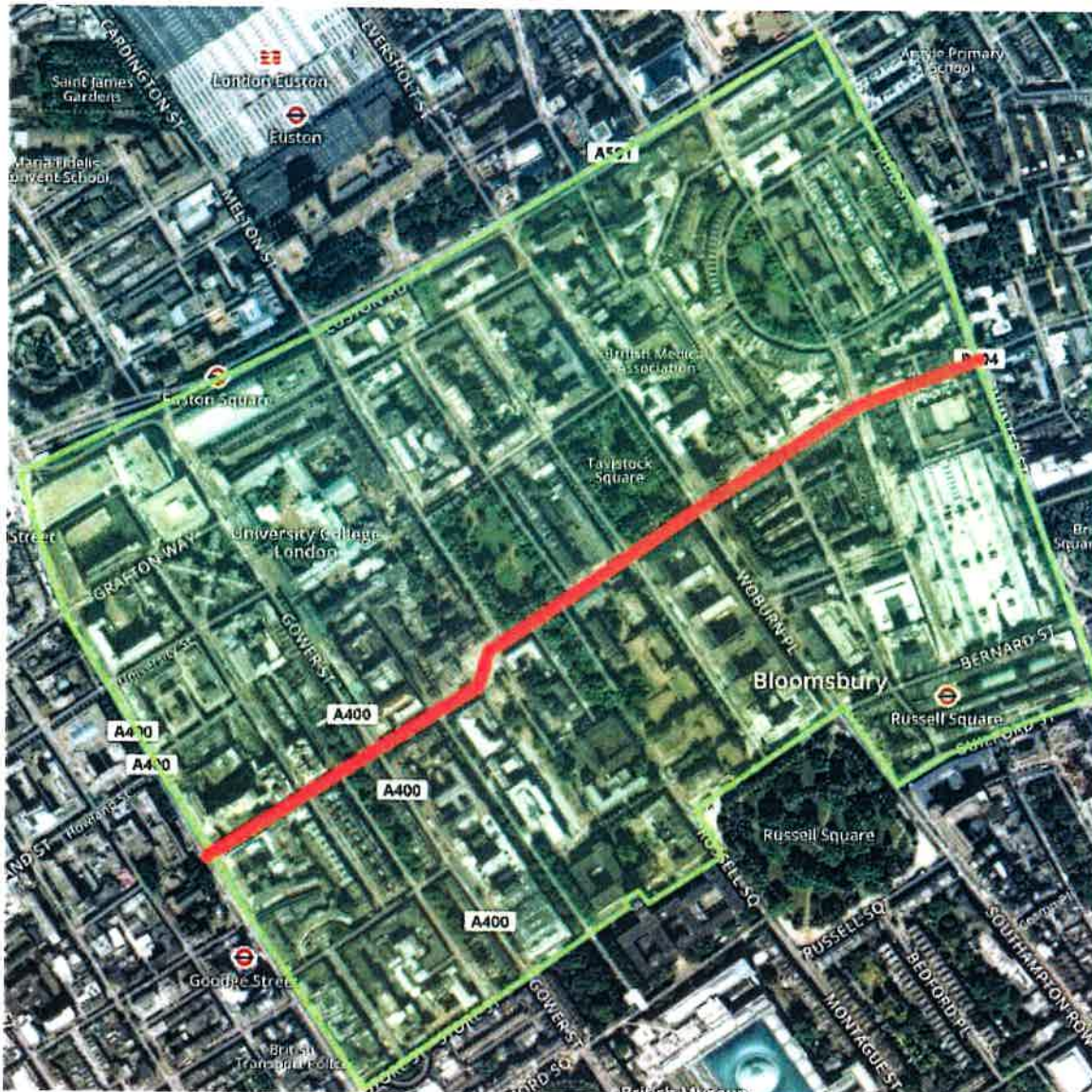
October 2016

1. Introduction

This Consultation Report documents the work undertaken by the LTDA to inform its consultation response. It was commissioned to assist with the LTDA's evaluation of the impact of Camden Council's modifications to Torrington Place and Tavistock Place. The Report has been compiled by Newington Communications.

The LTDA wished to provide an informed and pro-active response to Camden Council's consultation as a result of concerns expressed by LTDA members that the measures installed on these roads had resulted in significant impact on: the taxi trade and the ability to take patients to University College Hospital (UCH); increased travel costs for passengers and restricted the ability to take passengers to the mainline railway stations along Euston Road.

The Report sets out the consultation undertaken by Newington Communications on behalf of the LTDA to investigate the opinion of the local community, businesses, commuters and wider stakeholders in relation to the measures. The LTDA also wished for its response to Camden Council to take on more than the concerns of its members and has sought to convey the concerns raised to the LTDA by residents and local businesses.



The green area shown is the consultation area. The red line is Tavistock Place and Torrington Place.

2.4 Online Consultation

The hand-delivered survey was also supported by a website www.tavistocktorringtonplace.co.uk which provided information on the LTDA's position on the scheme as well as a link to the survey. The online survey was well-used with 277 people using this option. Once the survey was concluded, the LTDA launched an online petition. This was publicised on the LTDA official Twitter account, the consultation leaflet and through community groups operating in the Bloomsbury area.

Screenshots of the website are located in the Appendix.

3. Analysis

3.1.1 Response Overview

Response Spread

As of 11 October 2016, consultation data was received from 425 people and all have been recorded and analysed. The LTDA believes this to be a good level of response demonstrating the clear interest in the scheme shown by both the local and the wider communities. This data has been split to ensure both postal and online responses are recorded to demonstrate the mode of response. 277 responses were received via the online survey whilst 148 responses were received by post.

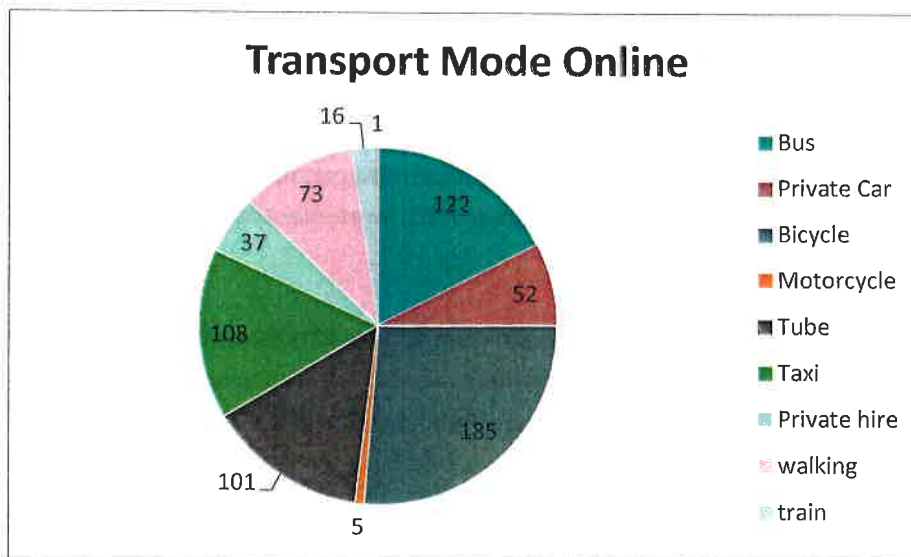
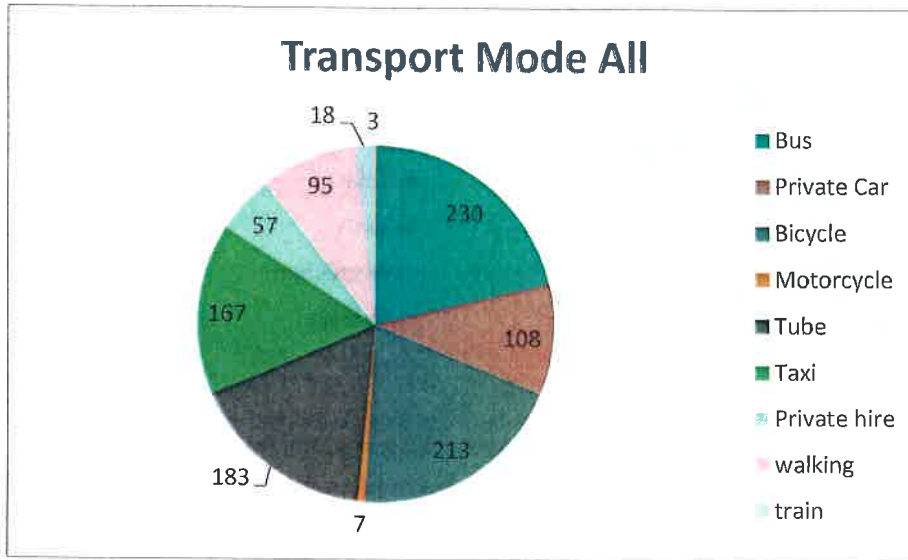
The data has been analysed to track responses to the registered address given as part of the survey. A number of addresses were given for areas located outside of London and, in one example, outside of Europe. This data, alongside online responses where there was no address given, has been included. Whilst it can be assumed that there was interest in the measures from a wide area there is no tangible evidence that can link the more distant responses to a day-to-day experience of the measures on Tavistock Place and Torrington Place.

Online Responses



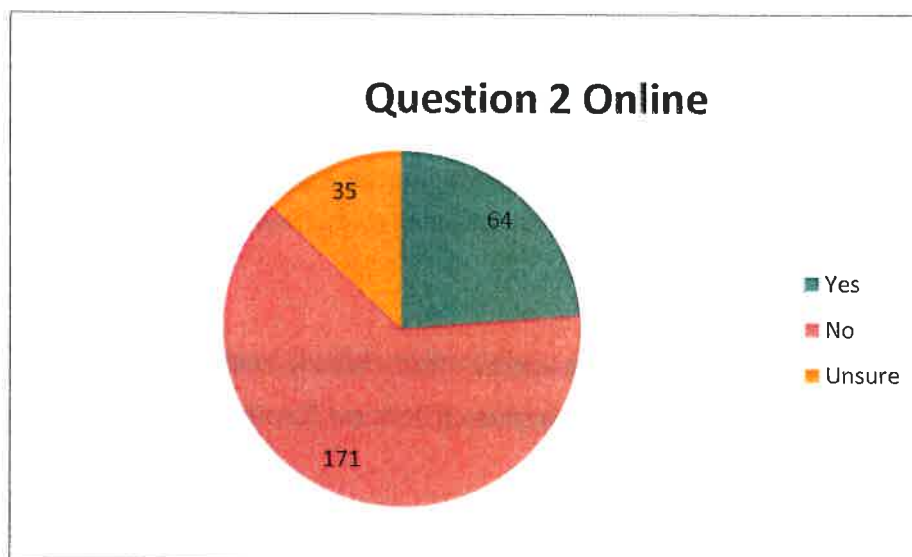
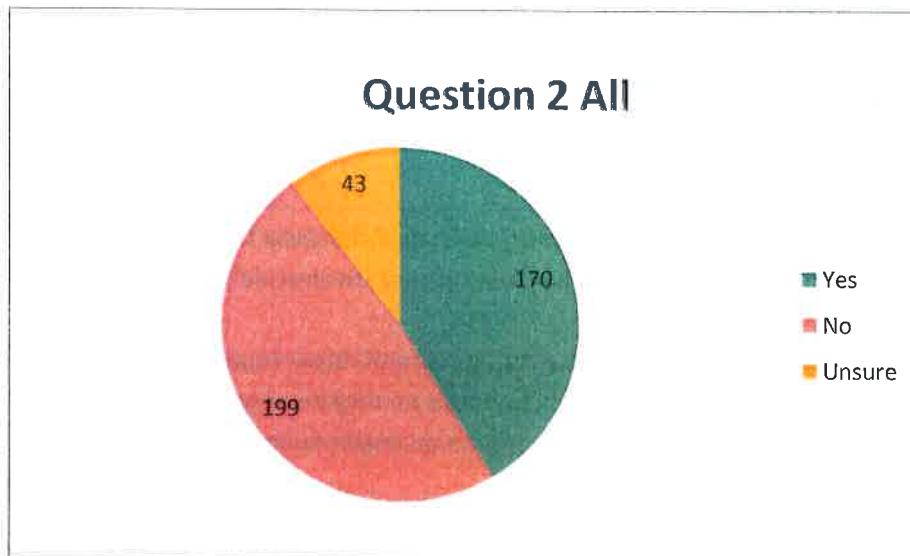
This map displays the geographic spread of responses to the online consultation. For ease of display, this map excludes responses from outside this area shown including one response received from Winchester, one from Scotland and eight responses received from outside of the UK.

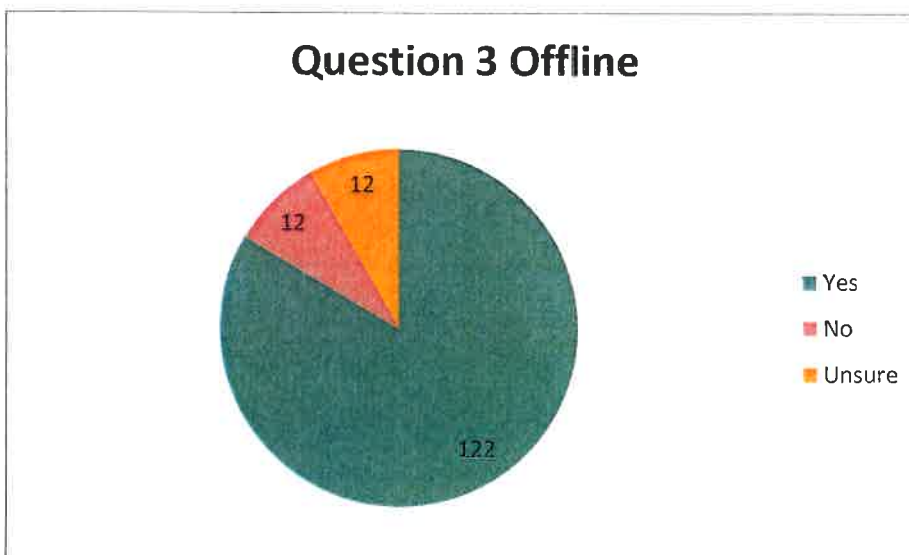
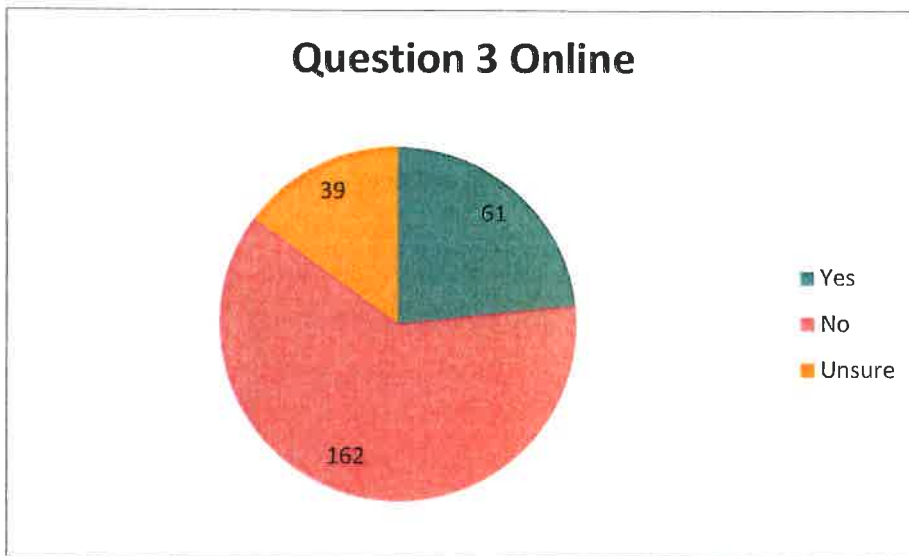
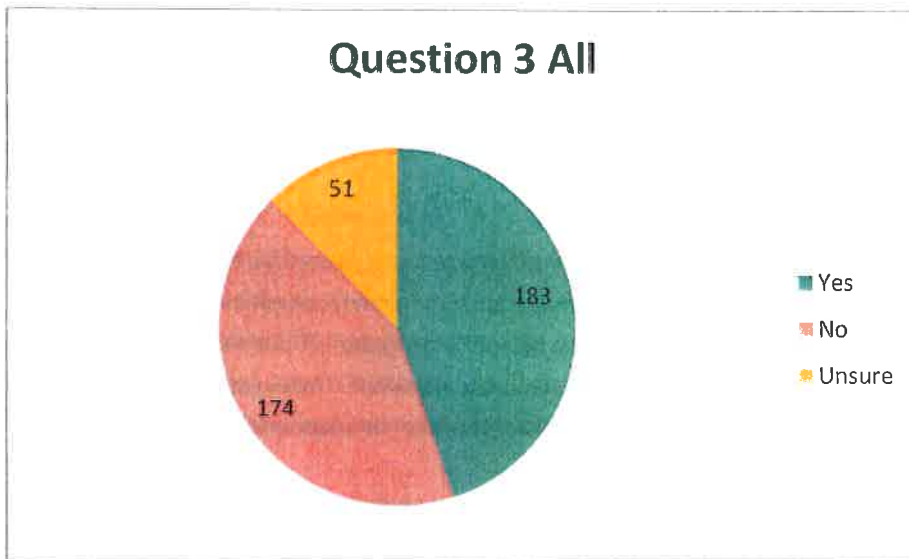
more likely to use those modes to access Bloomsbury without necessarily using those modes of transport through the local area.

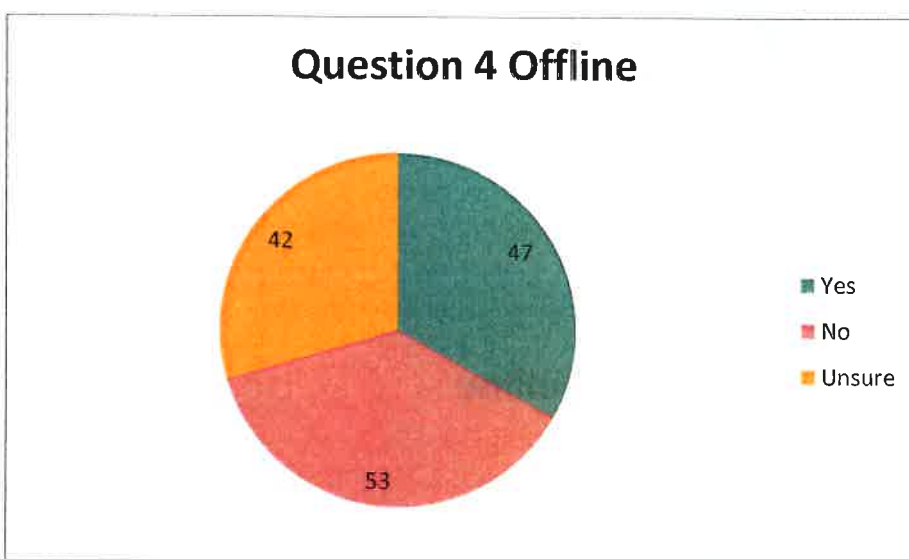
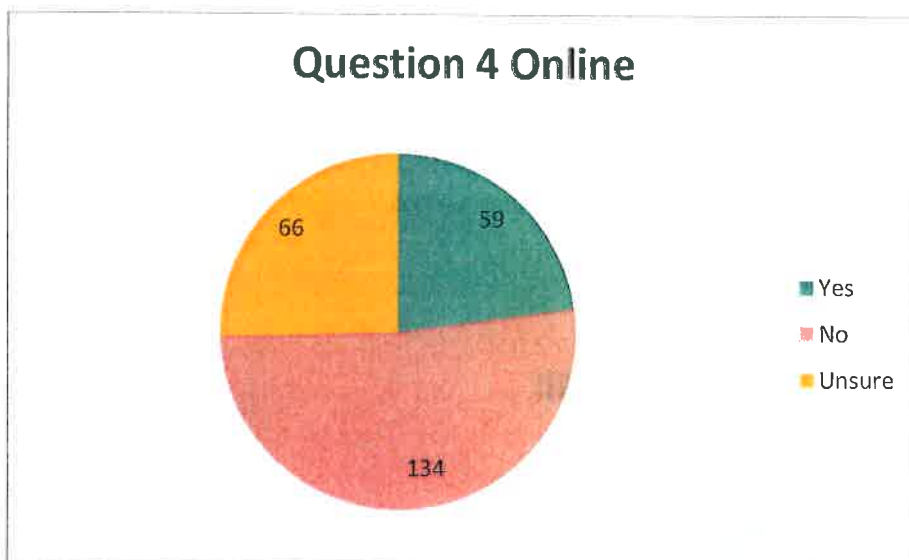


3.2.2 Question Two: Thinking about your area as a whole, do you believe prioritising cycling on Tavistock Place and Torrington Space has made neighbouring roads busier?

This question sought to determine people's objective view of traffic in the Bloomsbury area as a whole. 412 people responded to this question.



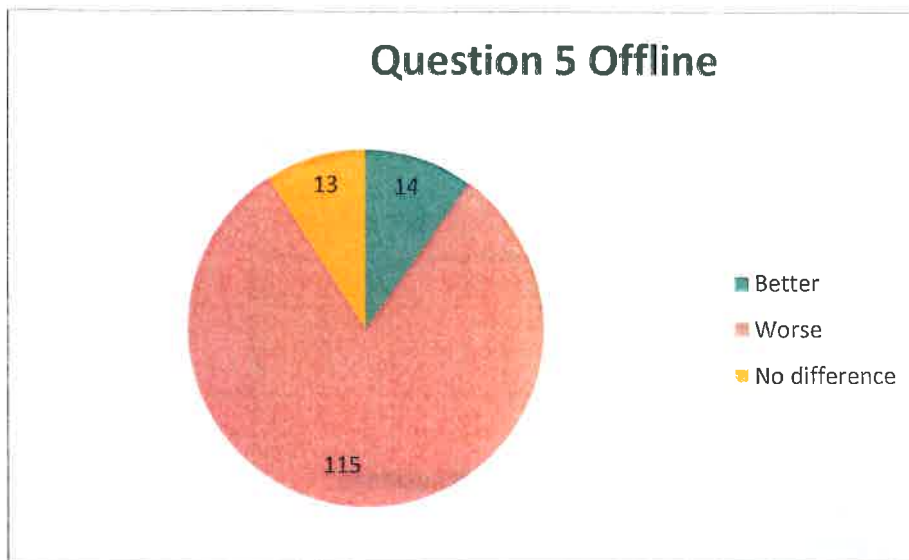




Of all that responded, 187 chose No whilst 108 were Unsure and 106 chose Yes. Although not a majority, the difference between the Yes and No options demonstrates that respondents feel that this is not an appropriate solution to Tavistock Place and Torrington Place. As such, the LTDA will not recommend this as an option for modifications to the scheme.

Over half of those responding online opposed the idea of expanding the shared space to cover the entire length of Torrington Place and Tavistock Place. It is likely that people chose this option due to a preference for the current style of street layout instead of a shared space.

For those that replied by post there was a more balanced picture. Although No was the most chosen answer, this was by a narrow margin, suggesting that those living within the local area were split over whether they believed that this would be an improvement to the current situation on Tavistock Place and Torrington Place. This spread may be due to the number of people in the local area wishing for a different arrangement rather than this being considered a proper solution.

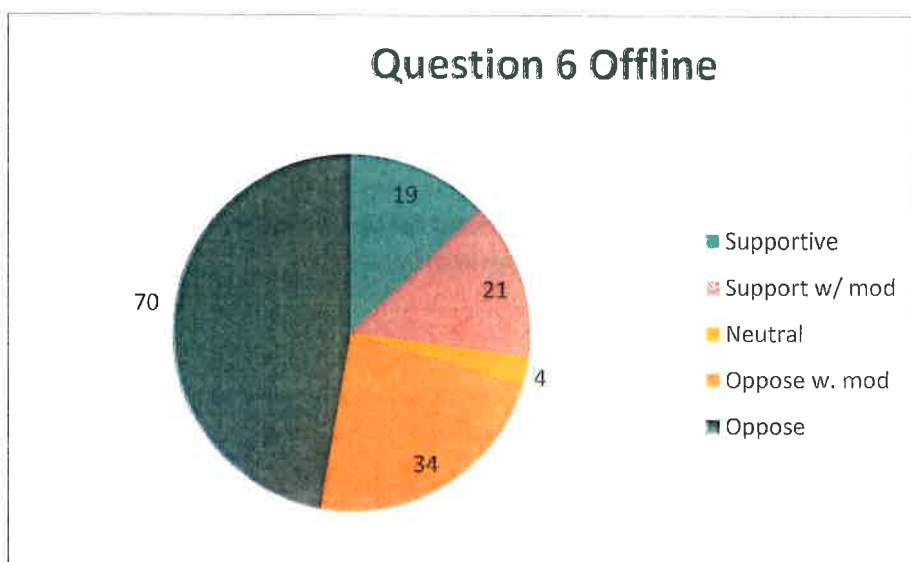


The most frequently chosen answer was that congestion in the wider area had worsened as a result of the measures installed in the Bloomsbury area since the West End Project. 171 people chose Worse whilst 137 chose Better and 97 believed that there was No Difference. This data demonstrates that there is at best little difference as a result of the changes or that the changes have made the wider area more congested.

The most selected online answer was that congestion had improved (120) or that there was No Difference (84). However, those responding by post overwhelmingly responded that congestion had worsened (115). This difference may be because of the different routes taken by each different transport user group with local residents and businesses more likely to observe the changes and their impact over the wider Bloomsbury area.

From all responses, a majority believed that congestion in the area has worsened. As such, it is suggested that Camden Council should review the measures in line with the data collected to support the consultation to ease congestion across the wider area.

The LTDA believes that, by taking a holistic approach to road traffic in the area, assessing the impact of the wider road measures would help prevent the transfer of congestion from road to road, helping to achieve the wider objectives sought by Camden Council.

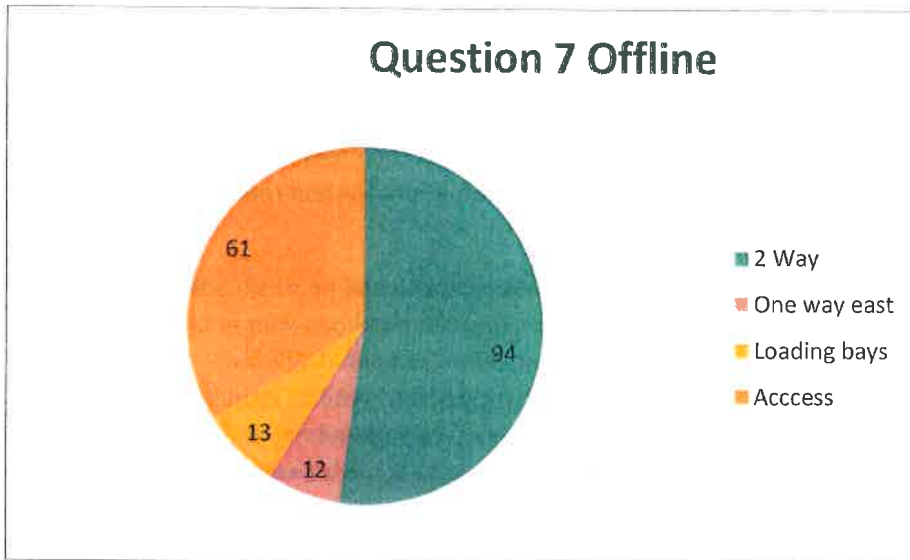


From the responses, the option “supportive of the measures as they are” was the most frequently chosen individual response with 198. However, if Neutral responses were removed this demonstrates a 50-50 split between opposition to or modification of the measures, and retaining them as they currently are. This suggests there is mix of opinions on the measures and the LTDA believes that Camden Council should seek to review the measures for Tavistock Place and Torrington Place to seek improvements to the route whilst maintaining some form of east - west cycling routes in the area.

In terms of raw numbers, those responding online were supportive of the measures with 179 responding in favour. The number of those supporting the measures outright is only six fewer than the number that identified cycling as their main mode of transport on question one. This does demonstrate closely the opinion from cyclists that the current measures are a benefit particularly for those travelling through the area rather than travelling to the area.

Of those responding by post, opposition was the most frequently chosen response with 70 choosing this option although this did not form a majority of total responses. 55 of those that responded by post sought modifications to the scheme whilst only 19 were fully supportive of the current measures.

From this data as many oppose or believe the scheme should be modified as support the current measures.



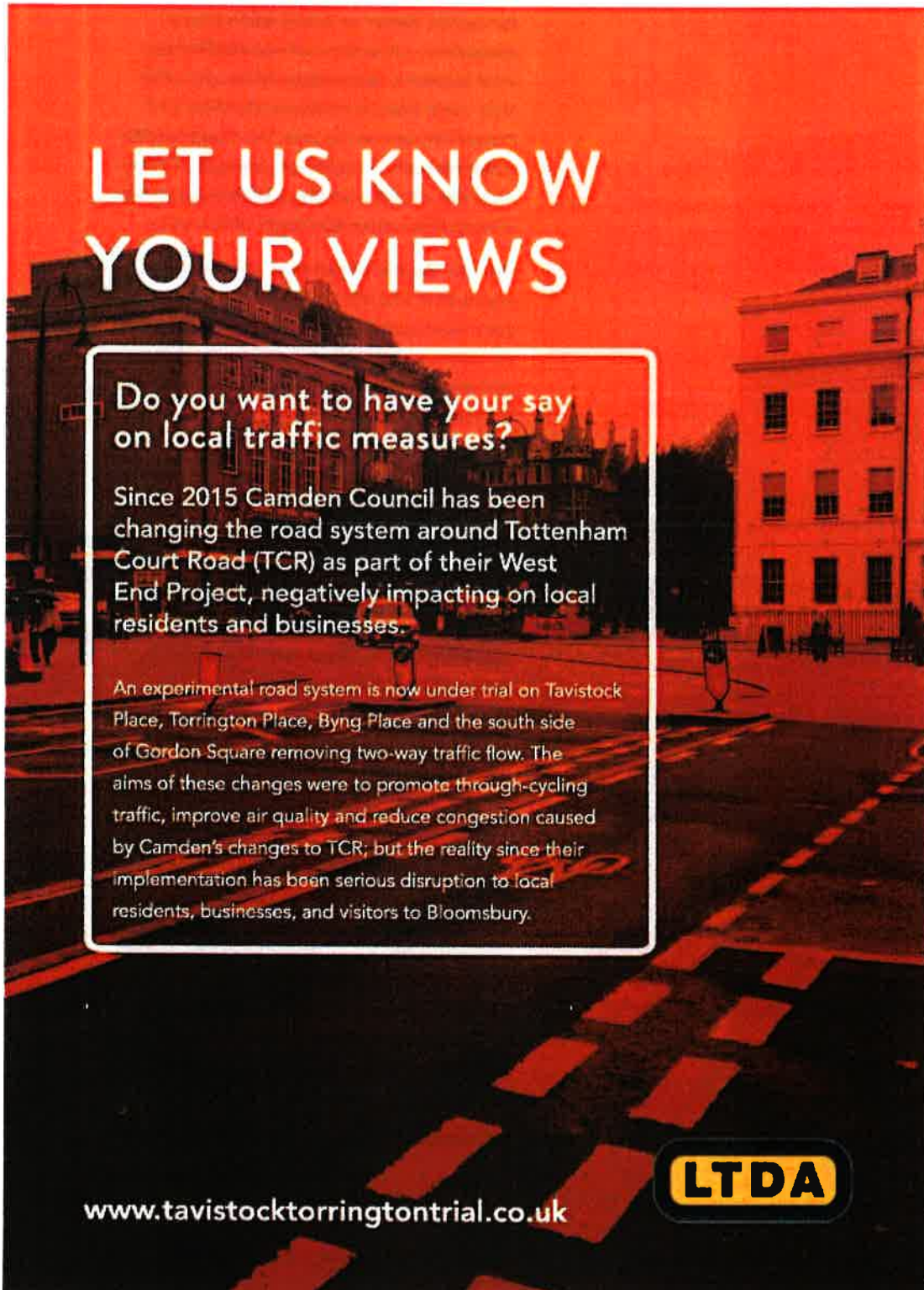
For those that did respond, two-way working was the most frequently selected answer with 157 responses. This spread over both online and offline response methods.

For those that responded online, the second most chosen response was for a reversal of the direction of the measures (45) with traffic moving from east to west along Tavistock Place instead of the current west to east route.

For those responding via post, accessibility for the disabled and elderly along the route was the second most frequently chosen response. It is expected that this is largely due to the restricted ability to pick up and drop off people along Tavistock Place. The accessibility challenges experienced as a result of the route could be resolved through a return of the route to two-way working, which would enable more passengers to be dropped off or picked up, most notably at the Tavistock Hotel taxi rank, improving accessibility at this location.

5. Appendix

5.1 Consultation Leaflet



Please fill in this survey on the measures. No need for a stamp, just tear off and return using the freepost address provided.

What means of transport do you use on a regular basis?

(tick more than one)

- Bus
- Motorcycle/Scooter
- Private hire/minicab
- Private Car
- Tube
- Other (please state?)
- Bicycle
- Licensed Taxi

Thinking about your area as a whole, do you believe prioritising cycling on Tavistock Place and Torrington Place has made neighbouring roads busier?

- Yes
- No
- Unsure

Do you believe it is unfair that elderly and the disabled cannot be dropped off outside their destination if it is on Torrington Place or Tavistock Place?

- Yes
- No
- Unsure

At Byng Place, Camden Council has delivered a bidirectional shared space. Would you like to see this rolled out along the whole length of Torrington Place and Tavistock Place?

- Yes
- No
- Unsure

Since the West End Project do you believe congestion in the area has got:

- Better
- Worse
- No difference

On the current measures being trialled as a whole are you:

- Supportive of them as they are
- Oppose the measures as they stand but would support modifications
- Supportive in principle but believe modifications are required
- Oppose the measures
- Neutral/Unsure

What do you believe will improve the measures?

- Two way working
- Increased number of loading bays
- One Way working from East to West
- Better accessibility for the disabled and elderly

Name:

Address:

Post Code:

Email:

Telephone:

- Tick if you do not wish to be notified further about the campaign

In accordance with the Data Protection Act 1998, we do not pass details on to third parties.

You can also reply online at: www.tavistocktorringtontrial.co.uk

5.2 Consultation Website



Petition

We the undersigned believe that Camden Council should reconsider their measures on Torrington Place and Tavistock Place to return the road to two way traffic whilst also providing a two way cycle lane and improved pedestrian areas.

We believe this will reduce congestion, assist the growth of local businesses and provide better accessibility along the route for disabled and elderly people.

Total signatures: 218

Name	Comment
1. Fiona Dealey	
2. Chrysta Jones	
3. Louise Constad	
4. Michael Fowler	
5. Dawn Cooper	
6. Jon Ohalloran	
7. Michael Dale	
8. Scott Beddow	
9. Russell Charlton	
10. Grant Vickers	
11. Adam Cooksley	
12. Kevin Ward	
13. Leigh Mcecoy	
14. Paul Spencer	
15. Paul Arnold	
16. Deborah Cavill	
17. Simon Hogan	
18. Kevin Portch	
19. Justin Cockhill	
20. Adrian Everett	
21. Lisa Fowler	
22. Mark Dell	
23. George Mullane	
24. Lisa Bailey	
25. Grant Sheavyn	
26. Marilyn Wall	
27. Kimberly Bone	
28. John Bennett	
29. Denise Cunningham	
30. Murray Gordon	
31. Philip Todd	
32. Sally Holmes	
33. Guy Kent	
34. Robert Crowley	
35. Gino Bocchi	
36. Thomas Shea	
37. Les morgan	
38. Greig Smith	
39. Jim Nolan	
40. Vincent Stout	
41. Warren Cresdee	
42. Stephen Wall	
43. Rob Hollis	
44. James Dorney	