



**Community
Transport
Association**

Response to the
London Assembly

**“Way to Go”
The Mayor’s Transport Plan**

Closing Date: 16 January 2009

Community Transport Association

The CTA is a rapidly growing national charity giving voice and providing leadership, learning and enterprise support to member organisations, which are delivering innovative transport solutions to achieve social change. CTA UK promotes excellence through providing training, publications, advice and information on voluntary, accessible and community transport.

Voluntary and community transport exists to meet the travel and social needs of people to whom these would otherwise be denied, providing accessible and affordable transport to achieve social inclusion.

The CTA is the representative body for third sector passenger transport operators in the UK. CTA Member organisations are involved in the provision of transport, especially accessible services.

The CTA is the UK's largest provider of training, advice and information on accessible, voluntary and community transport provision. The CTA is part - funded by the Department for Transport, the Scottish Government, the Welsh Assembly Government and the Department for Regional Development (Northern Ireland).

CTA's response to the consultation

The CTA welcomes the opportunity to contribute to the London Assembly's consultation process. Our response takes the form of comments on each of the proposals contained in the consultation document.

Contact details

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Connecting transport and planning

The CTA welcomes the policy direction that there is to be a greater emphasis on the relationship between planning and transport. However, there should be clear guidance issued on this, and lessons should be learnt from previous developments, where the transport considerations have often been an afterthought.

Working with the boroughs

The CTA is pleased that there is recognition of the importance that the boroughs will play in implementing any new developments. However, the initial round of Local Implementation Plans highlighted that although the first Mayor's Transport Strategy had some high aspirations for improvements, particularly for voluntary and community sector transport, plus improvements to accessible transport, there was no central funding made available to implement these plans. This should be addressed in the Mayor's new Transport Plan.

London has 24 community transport organisations providing services across 30 of the London boroughs. These organisations work with over 5,000 local voluntary groups from a range of different, diverse communities – from day nurseries in high-rise estates, to shopping and social groups for older people; and from local sports teams, church groups and scouts, to foster groups and new refugee communities. Community transport has the potential to develop further in London, especially with the experience, local knowledge and expertise that our members have in delivering services to some of the most isolated and vulnerable people. The CTA would, therefore, be keen to see this knowledge and experience used more widely to help the boroughs achieve their goals, as set out in the Mayor's Transport Plan.

The CTA also feels strongly that better links should be made and developed between City Hall, the boroughs and other stakeholders required to implement these strategic goals. The CTA believes that although there is now better engagement between the boroughs and the voluntary transport sector, there is still no commitment to funding for improvements to accessible transport. The CTA would urge that this be addressed in the Mayor's new Transport Plan with adequate funding identified and allocated to ensure improvements can be made.

Transport for all

The CTA welcomes the news that the London Underground Step Free Programme is to be expanded and developed further. In order to have a truly integrated and accessible network, the Underground is a critical part of travelling in London.

The CTA is concerned that no mention is made within this section of the Mayor's Transport Plan on the significant contribution made by the voluntary and community transport sector and of the potential to further develop it. The

CTA would like to see the sector referred to within the planning processes for accessible transport and would be keen to support the development of the sector providing complementary services to the wider public transport network.

Many community transport organisations are now working more closely with Dial-a-Ride, Capital Call and even the Taxicard scheme to help meet the increasing demand for door-to-door services in London. Here again, the CTA would be keen to enter a dialogue with TfL and City Hall to look at ways to improve services, develop further local accountability for the way the services are run, and potentially develop ways to ensure that the cost of providing the services can be managed.

Value for money

The CTA understands the pressures that local authorities and funders have at the moment. The CTA would be keen to work with the boroughs and City Hall to demonstrate the breadth and depth of the work of the voluntary and community transport sector and showcase some of the groundbreaking projects that have delivered improved access to services for many people.

The CTA also feels that greater consideration should be given to the impact that the social enterprise approach can have on providing services, particularly as a part of the mix of funding that the voluntary and community transport sector receives. The majority of community transport organisations in London are now focussing on a more entrepreneurial approach to developing services and contracts that dovetail with the social objectives for their organisation. This can already be seen with the sub-contracting of Dial-a-Ride work in six London boroughs, where the service had resourcing issues. The impact of these developments has been very positive, and has led to increases in patronage and confidence in using the service.

Crossrail

Crossrail is a long overdue project for the capital, and the CTA welcomes the commitment by the Mayor and the government to deliver this project. For many people, the difficulties faced in travelling east to west are significant barriers to their independence.

London Underground and Overground

The CTA welcomes the current Step Free Programme and the roll out of the biggest investment in the Underground for 70 years. The CTA would like to be assured that any new developments across the rail network meet the needs of disabled and older people, and consider the environmental requirements for their needs. In particular consideration should be given to high contrast steps and level access to board/disembark services.

Improving your journey

The CTA welcomes the Safer Trains programme and would like to see this rolled out further across the network. For many vulnerable, isolated people the two biggest barriers to their independence are a fear of travel as well as the physical lack of access or provision of services.

Unblocking the traffic and traffic lights

The CTA feels that the bus lane network, and phased traffic light systems have been of benefit to many of our members in London. However, there are still issues many members face from the local authorities, particularly for vehicles that are issued with Fixed Penalty Notices that are invalid. The CTA would like to see a review of the way in which TfL and the boroughs monitor vehicles using bus lanes and for the automated systems to recognise adapted vehicles that meet the criteria for driving in those lanes. The CTA would also like the Mayor to consider the use of bus stops and other drop off points for disabled passenger carrying vehicles in the capital.

Environmentally friendly

The CTA welcomes the principle of the Low Emission Zone, although the proposed implementation dates for minibuses, will have a financial impact on the voluntary and community transport sector in replacing vehicles that are highly specialised and adapted and often have low mileages. The CTA believes that more favourable consideration should be given to such minibuses and the LEZ and would welcome a review to compare like for like emissions between multi-passenger vehicles and individual cars.

London's new Routemaster

The CTA welcomes any new vehicle design, provided that it provides access to all members of society. In designing a new bus for London, the CTA would want to ensure that it met, as a minimum, the Service Vehicles Accessibility Regulations 2000.

Improving urban realm

The CTA welcomes changes to the built environment and a reduction in "street furniture" which often can prove to be a barrier to the safe deployment of equipment for the boarding and disembarkation of passengers. The CTA also would like to be assured that any developments for improving the urban realm take into account the transport and planning links listed above.

River services

The CTA welcomes the opportunity to develop river services, as a way to reduce congestion across the travel network. However, there are significant

technical barriers that will need to be analysed and addressed if the accessibility needs of disabled and older people are to be met.

Comments on the

1 Do you generally support our principles for developing policy?

Overall, the CTA supports the broad themes of the policy. The CTA would like to see additional support and consideration given to door-to-door services and the role of the voluntary and community transport sector in keeping London moving.

2 Have we identified the key challenges facing transport in London?

The majority of key challenges have been identified. However, there are still significant barriers faced by older and disabled passengers in particular. The CTA hopes that the new Mayor's Transport Plan and the next generation of Local Implementation Plans will provide a framework to address these challenges.

3 We have emphasised an approach to encourage more people to walk and cycle. Do you agree with this?

Walking and cycling are an important part of the transport mix, but not everyone is able to access this mode of transport. The CTA welcomes the principle, but would like to see additional improvements made that can benefit all of society.

4 Are there things you think the Mayor should do to improve transport in London which are not identified here?

No consideration has been given to the impact of the community and voluntary transport sector. Every day hundreds of journeys take place across London carrying individual passengers who are unable to access other forms of transport due to a lack of provision - some are groups of people who require transport but the majority are unable to use public or statutory transport as it is not ideal for their purpose. The CTA would, therefore, like the opportunity to be involved in working with City Hall to see this included as an additional strategic priority within the Mayor's new Transport Plan.