

Subject: Door-to-Door Transport Services – Response from Transport for London

Report to: Transport Committee

Report of: Executive Director of Secretariat

Date: 9 June 2015

This report will be considered in public

1. Summary

- 1.1 This report asks the Committee to note the response from Transport for London (TfL) to its report on door-to-door transport services.

2. Recommendation

- 2.1 **That the Committee notes the response from Transport for London to its report, *Improving door-to door transport in London: Next steps*.**

3. Background

- 3.1 On 12 November 2014, the Committee met a range of stakeholders to discuss door-to-door transport services in London. The meeting followed up previous Committee reports on this topic. Members agreed to publish a report based on the findings of the meeting.
- 3.2 On 22 January 2015, the Committee published its report, *Improving door-to door transport in London: Next steps*.
- 3.3 The report made the following recommendations:

Short-term

These measures can be taken within the next six months in order to deliver immediate improvements in the service provided to door-to-door users.

1. TfL should review its policy of limiting the distance of Dial-a-Ride journeys to less than five miles. Any new distance limit should take into account differences in population density across London.
2. TfL and London Councils should investigate why Taxicard usage is falling and why expenditure is significantly below budget. Any underspend from 2014/15 should be reinvested in measures designed to ensure Taxicard reaches all users who need the service.

3. TfL should delay any decision on the closure of Capital Call until after the conclusion of the Social Needs Transport Review. If the closure goes ahead, TfL should reinvest the Capital Call budget in other door-to-door services and work with London Councils to ensure that Taxicard offers the same service standards and flexibility as Capital Call.

4. NHS England London should instigate a review of the provision of Patient Transport services by NHS Trusts in London, with the objective to define and enforce minimum service standards.

We recommend that TfL, London Councils and NHS England London write to the Committee by the end of March 2014 to set out their intention to implement these measures.

Medium-term

These measures would be important first steps in the integration of door-to-door services, and could be introduced within the next 1-2 years.

5. Consistent eligibility criteria should be established for Dial-a-Ride, Taxicard, Capital Call and NHS Patient Transport, and a single application process for people wanting to become users of these services should be introduced.

6. A single customer feedback system for Dial-a-Ride, Taxicard, Capital Call and NHS Patient Transport should be established. This would enable complaints about all services to be directed to the same place. User surveys should also be integrated across these services.

We recommend that TfL include these measures as early actions in the report of the Social Needs Transport Review, and work with boroughs, London Councils and NHS Trusts to deliver them.

Long-term

These measures would deliver substantial integration of door-to-door services, and could be introduced over the next 3-5 years.

7. A single booking process for Dial-a-Ride, Taxicard, Capital Call and NHS Patient Transport should be established. This would enable service users to request journeys from any of these services at a single online source, or from local call centres covering all services.

8. All door-to-door services should be commissioned jointly by TfL, boroughs and NHS Trusts. Commissioning should take place at a local or sub-regional level. Commissioners should seek to deliver a mix of regular and on-demand services, operated by public, private or voluntary sector providers. Funding would be provided by TfL, boroughs and NHS Trusts according to existing expenditure levels. The introduction of individual travel budgets for service users should also be considered.

9. TfL should review the structure of Dial-a-Ride, as part of the changes proposed under Recommendation 8. TfL should continue to provide the Dial-a-Ride service for the foreseeable future, but it should be commissioned locally rather than operated as a centralised, London-wide service.

We recommend that TfL develops detailed proposals for the implementation of these measures following the Social Needs Transport Review, and consults stakeholders and service users on these plans.

4. Issues for Consideration

4.1 The Committee has received a response from TfL responding to the recommendations in the report, *Improving door-to door transport in London: Next steps*, as attached at **Appendix 1**.

4.2 The Committee is recommended to note the response.

5. Legal Implications

5.1 The Committee has the power to do what is recommended in the report.

6. Financial Implications

6.1 There are no direct financial implications to the GLA arising from this report.

List of appendices to this report:

Appendix 1: Response from TfL to Door-to-door report

Local Government (Access to Information) Act 1985
List of Background Papers: None
Contact Officer: Dale Langford, Principal Committee Manager
Telephone: 020 7983 4415
E-mail: dale.langford@london.gov.uk