

# Subject: Door-to-door Transport Services

**Report to: Transport Committee**

**Report of: Executive Director of Secretariat**

**Date: 12 November 2014**

**This report will be considered in public**

## 1. Summary

- 1.1 This report provides background information to the Transport Committee in relation to its meeting with invited guests on door-to-door transport services in London

## 2. Recommendations

- 2.1 **That the Committee notes the report, puts questions on door-to-door transport services to the invited guests and notes the discussion.**
- 2.2 **That the Committee delegates authority to the Chair, in consultation with the party Group Lead Members, to agree the Committee's output from its work on door-to-door transport.**

## 3. Background

- 3.1 The Committee has agreed to use this meeting to explore door-to-door transport services in London.
- 3.2 Door-to-door transport services provide for people who find it very difficult to use mainstream public transport, because of disabilities or health problems, to make journeys. There are many types of door-to-door transport service in London, including Dial-a-Ride, Taxicard and NHS Patient Transport, most of which are funded in whole or part by the public sector.
- 3.3 The Committee has regularly explored issues with door-to-door transport services. In 2009 it undertook an investigation into the performance of Dial-a-Ride, a service both funded and directly provided by Transport for London (TfL), following many complaints from Dial-a-Ride members. It subsequently wrote to the Mayor and TfL setting out some concerns. A year later the Committee returned to the issue to investigate whether the performance of Dial-a-Ride had improved. In addition to re-examining Dial-a-Ride performance issues in 2010, the Committee also investigated the future of door-to-door transport in light of London Councils' strategic review of the services. The Committee published its findings in its report *Door-to-door transport services* (June 2010).
- 3.4 This year TfL has indicated some possible changes to door-to-door transport services in future. In early 2014, it launched a consultation to withdraw the Capital Call scheme from April next year.

Capital Call is an addition to the Taxicard scheme and operates in ten boroughs where black cabs are scarce. TfL also announced that it would conduct a review of door-to-door transport services (or the social needs transport sector) to understand how demand for these services may change in future, how well current services meet customer need, and whether closer working across services could produce benefits for customers.

#### **4. Issues for Consideration**

4.1 The following guests have been invited to attend this meeting to discuss door-to-door transport services:

- Leon Daniels, Managing Director, Surface Transport, TfL;
- Spencer Palmer, Director, Transport and Mobility, London Councils;
- Faryal Velmi, Director, Transport for All;
- Ewan Jones, Deputy Chief Executive, Community Transport Association.

4.2 The Committee will be able to use the meeting to explore progress in improving door-to-door transport services since its previous work and the future for these services.

#### **5. Legal Implications**

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

#### **6. Financial Implications**

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

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#### **List of appendices to this report:**

None.

<b>Local Government (Access to Information) Act 1985</b>
List of Background Papers: None
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