

Subject: Transport for London Follow-Up Response to the Committee's Report on Accessibility of the Transport Network

Report to: Transport Committee

Report of: Executive Director of Secretariat

Date: 14 July 2011

This report will be considered in public

1. Summary

- 1.1 This report provides details of a follow-up response received from Transport for London (TfL) to the Committee's report, *Accessibility of the Transport Network*, (November 2010).

2. Recommendations

- 2.1 **That the Committee notes TfL's follow-up response to the report, *Accessibility of the transport network*, including that TfL has now, in accordance with the Committee's recommendations, developed and published for consultation a draft report on improving accessibility in future.**
- 2.2 **That the Committee agrees to produce, by October 2011, a response to TfL's draft report on improving accessibility in future.**

3. Background

- 3.1 The Committee published its report, *Accessibility of the transport network*, in November 2010. This is available at: <http://www.london.gov.uk/who-runs-london/the-london-assembly/publications>.
- 3.2 The Committee's report followed an investigation to identify if measures to improve the accessibility of TfL's services were meeting the needs of people with reduced mobility and the scale of the challenge in making the transport system accessible for future demand. The Committee found that the current demand for accessible transport outstripped supply and the situation was set to worsen. Whilst the Mayor and TfL had plans to improve accessibility, the Committee found that these would not meet the estimated increase in demand. It, therefore, recommended various low-cost actions which TfL could take in four specific areas. These were: 1) TfL's planning for future physical access improvements; 2) TfL's pre-trip information and support; 3) Tube and rail services; and, 4) Bus services. In early 2011, the Committee received responses to its report from the Mayor, TfL, various organisations and individuals which were reported to its meeting on 9 March 2011.
- 3.3 TfL's initial response to the Committee's report indicated that it would provide more information in relation to certain recommendations. These recommendations are summarised below.

1. Recommendations 1 (a) and b) which suggested TfL develop and publish, by June 2011, a future physical accessibility strategy.
2. Recommendation 2d) which sought the extension of TfL's travel assistance scheme to support more than 10,000 journeys by people with reduced mobility in 2011/12 and each year thereafter.
3. Recommendation 3e) which sought the appointment of existing members of staff to act as "accessibility champions" at interchange stations.

4. Issues for Consideration

- 4.1 TfL's follow-up response is set out at **Appendix 1** for consideration. The response refers to TfL's draft report on improving accessibility in future which is available at: <http://www.tfl.gov.uk/assets/downloads/corporate/taking-forward-the-mts-accessibility-implementation-plan-report.pdf>
- 4.2 In accordance with the Committee's recommendations 1a) and 1b), TfL has now developed and published a draft report on improving accessibility in future. Moreover, in accordance with recommendation 1c), TfL has published this draft report for consultation. Previously, in its initial response to the Committee, TfL said it had no plans to hold any public consultation.
- 4.3 TfL's draft report on improving accessibility refers explicitly to the Transport Committee's report. In the executive summary, TfL mentions that the timing of the publication is consistent with the Committee's recommendations. In the introduction, TfL states that the draft report takes into account, and where appropriate builds upon, recommendations made by the Committee, and the Mayor's response to the Committee's report.¹
- 4.4 It is proposed that the Committee produces a detailed response to TfL's draft report on improving accessibility. TfL has said it would like to hear from various organisations including the Committee by October 2011. TfL is seeking responses to two specific questions, as summarised below.
 1. In light of the content of the draft report, what should be the focus beyond 2015 with regard to improving: physical accessibility; information for passengers with reduced mobility; attitudes of transport staff and travellers towards each other; staff availability and staff training; and door-to-door transport services?
 2. Is there anything missing from the draft report or anything else to highlight to TfL?
- 4.5 In relation to the Committee's other recommendations, TfL's follow-up response provides the following information.
 - Recommendation 2d) - TfL's transport mentoring service exceeded the proposed target of supporting more than 10,000 journeys in 2010/11 and TfL has plans to increase the number of journeys supported in future through developing local travel mentoring schemes.
 - Recommendation 3e) - TfL believes its current policy that all staff regard accessibility as their responsibility rather than just one member of staff is the best course of action. However, it is also running a pilot project at Finsbury Park interchange which aims to ensure staff from all the different transport operators view accessibility from a whole journey perspective.

¹ Taking forward the Mayor's Transport Strategy Accessibility Implementation Plan, TfL draft report, June 2011, p9 and p15

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 financial implications to the GLA arising from this report.

List of appendices to this report:

Appendix 1 – TfL’s follow-up response to the Committee’s report on accessibility

Local Government (Access to Information) Act 1985
List of Background Papers: none.
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