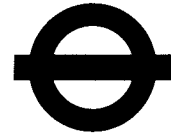


# Transport for London



Caroline Pidgeon AM  
Chair  
London Assembly Transport Committee  
City Hall  
The Queen's Walk  
London SE1 2AA

27 June 2011

Dear *Caroline*

## **Follow-up to Transport Committee report on accessibility on the transport network**

Further to the Mayor's letter of 4 February 2011 in response to the report, I am writing to update you on the remaining recommendations.

### *Recommendation 1*

*[TfL should] b) Publish its physical accessibility strategy for consultation with people with reduced mobility and relevant organisations. The strategy should set out the plans for improving accessibility until 2018 and the options for providing further step-free stations and fully accessible bus stops thereafter; and*

A report on how to take forward the Accessibility Implementation Plan, which forms part of the Mayor's Transport Strategy and looks at how to improve accessibility over the next 20 years, will be published this week, with a copy sent to you and other stakeholders.

### *Recommendation 2*

*d) Extending, in collaboration with relevant organisations including London Boroughs as appropriate, its travel assistance scheme so it supports more than 10,000 journeys p.a. by people with reduced mobility in 2011/12 and each year thereafter.*

TfL recognises the benefits of supporting people with reduced mobility to give them the knowledge and confidence to use mainstream public transport services where possible. During 2010/11, TfL's Travel Mentoring Service surpassed the Assembly's target, delivering 10,396 journeys. Within the resources of the current Business Plan, TfL plans to expand the number of assisted journeys it provides beyond the 2010/11 achievements, through developing local travel mentoring alongside the boroughs and disability charities. The group met formally for the first time in May.

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Commissioner of Transport

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TfL is also expanding its work on bus training days which are multi-agency training opportunities led by TfL's Mentoring Service that bring together carers, the local authority, local disability groups, the local Safer Transport Team and local bus company. Accompanied journeys are made in a local area with practical guidance given by TfL's Travel Mentors on using buses and the bus network, together with advice and re-assurance from members of the Safer Travel Team.

### *Recommendation 3*

*e) Appointing an existing member of staff to act as an "accessibility champion" at each interchange station to ensure a co-ordinated approach to accessibility across different transport modes and operators. These "accessibility champions" should organise training for all staff at each station which ensures they are familiar with the accessibility of all modes and can assist people with reduced mobility in relation to any service.*

Having considered the Committee's recommendation, 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.

The Mayor's Transport Strategy makes clear that under the Accessibility Implementation Plan, TfL staff are available to provide assistance, information and reassurance throughout service hours. All frontline staff are trained to ensure the needs of disabled passengers are understood.

A pilot project is underway at Finsbury Park interchange (with parts operated by LU, London Buses and First Capital Connect) to ensure staff from all operators view accessibility from a whole journey perspective, exchange best practice to ensure a consistent user experience and work jointly to assist disabled users. Training involving staff from all operators has been undertaken to ensure consistent practices, improved communication and a common understanding of accessibility facilities across the interchange.

Yours sincerely



**Peter Hendy**