

LONDON ASSEMBLY

Caroline Pidgeon MBE AM, Deputy Chair Acting as Chair
Transport Committee

London Assembly
City Hall
The Queen's Walk
London
SE1 2AA

Mike Brown MVO

Commissioner
Transport for London
Palestra
Blackfriars Road
London SE1 8NJ
(Sent by email)

17 March 2020

Dear Mike,

Re. From Step-free to Stress Free: Accessible and Inclusive Transport in London

I am writing to share the London Assembly Transport Committee's report on accessible and inclusive transport in London, *From Step-free to Stress Free: Accessible and Inclusive Transport in London*.

The report contains 10 recommendations to the Greater London Authority, Transport for London and Network Rail regarding actions they should take to make the London's transport network and streets more accessible for everyone. I have included them on the next page for your convenience.

We are asking for responses to the report by 15 June 2020. When providing your response please copy in the Committee's Policy Adviser, Rachael Aldridge (rachael.aldridge@london.gov.uk).

Yours sincerely,



Caroline Pidgeon MBE AM

Deputy Chair Acting as Chair
London Assembly Transport Committee

If you have any questions, please do not hesitate to contact the Transport Committee's Committee Officer, Laura Pelling, on 020 7983 5526 – laura.pelling@london.gov.uk

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RECOMMENDATION 1: EMBEDDING INCLUSIVE DESIGN IN PLANNING

By August 2020, TfL and Network Rail should report back to the Committee on how they plan to further embed inclusive design principles in their business planning. This includes consultation with the major transport operators delivering services on TfL and Network Rail networks.

RECOMMENDATION 2: STAKEHOLDER ENGAGEMENT & CONSULTATION

As part of the release of the Access and Inclusion Plan in 2020, TfL should include a robust and strategic plan for how the organisation will improve its stakeholder engagement and consultation mechanisms. This should consider how the perspectives of disabled and older people can inform not just the planning and design of infrastructure and services, but the ongoing monitoring of the impact and effectiveness of services.

RECOMMENDATION 3: COLLABORATION ON MAJOR INFRASTRUCTURE PROJECTS

To ensure accessibility upgrade failures from the past are not repeated, all future major infrastructure projects by TfL and Network Rail should have dedicated specialist access and inclusion representation on the project boards.

RECOMMENDATION 4: ADDING THAMESLINK TO THE TUBE MAP

By August 2020, TfL should add Thameslink to the Tube Map. Thameslink offers fully accessible and frequent rail journeys, and raising awareness of the availability of this service will open up a significant part of the transport network for everyone, in particular for disabled and older passengers.

RECOMMENDATION 5: ACCESSING INTEGRATED INFORMATION IN REAL TIME

TfL and Network Rail should collaborate to develop a mechanism through which people can access integrated information about accessible journeys across all transport modes, in real time. This must include detail regarding the status of accessibility features, such as step-free access, lift operability, availability of staff assistance, and toilets. By August 2020, TfL should report back to the Committee on its plan for development.

RECOMMENDATION 6: DISABILITY INCLUSION AND EQUALITY TRAINING FOR STAFF

TfL, Network Rail and other major transport operators delivering services on TfL and Network Rail networks (including taxis and private hire vehicles) should work together to develop standardised disability equality and inclusive transport training, that can be rolled out across transport providers. This will enhance the consistency of service delivery across modes.

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RECOMMENDATION 7: DIAL-A-RIDE AND TAXICARD SERVICE PROVISION

Considering the consistently poor statistics on Dial-a-ride and Taxicard service provision:

- TfL should conduct a review into the Dial-a-ride service, to identify key areas of improvement and develop a strategy to address the issues related to inconsistent and unreliable service provision; and
- TfL's Taxi and Private Hire Directorate should work with London Councils to review how the Dial-a-ride and Taxicard services can be better coordinated across Boroughs, including considering whether they can have common eligibility criteria.

RECOMMENDATION 8: TfL TRAVEL MENTORING

TfL should expand its travel mentoring programme, to increase the number of disabled passengers using the transport network independently and with confidence. By August 2020, TfL should report back to the Committee on its plan to expand the TfL travel mentoring scheme.

RECOMMENDATION 9: PUBLIC AWARENESS CAMPAIGNS

By August 2020, TfL should report back to the Committee regarding the impact of its public awareness campaigns, including 'Travel Kind' and support for 'Look Up', and update on any future plans.

RECOMMENDATION 10: 'SUNFLOWER LANYARD' SCHEME

By December 2020, TfL and Network Rail should roll out the sunflower lanyard scheme to eligible passengers, for use on London's transport network.