

Transport Committee responds to Capital Call service review consultation

Key information

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The **London Assembly Transport Committee** has written to Transport for London (TfL) in response to its consultation on its plans to close the Capital Call assisted transport service.

The Committee makes two recommendations:

- TfL should not close the Capital Call service until it has resolved the ongoing issues with its Dial-a-Ride and Taxicard services. This includes solving outstanding issues with booking systems and journey coverage so that all current and new members can make the journeys they need to with ease.
- TfL must ensure that all current members of Capital Call are made aware of TfL's proposals to close the service, the alternative services available to them and how to access these. It should deliver a targeted communications campaign through multiple channels including in person, in writing, via telephone and online.

[Read the consultation response](#)