



Elly Baker AM
Chair of the Transport Committee

Andy Lord
TfL Commissioner
(Sent by email)

4 August 2025

Dear Andy,

Capital Call service review

I am writing to provide you with the London Assembly Transport Committee's response to TfL's consultation which proposes to close the Capital Call assisted transport service.¹ Through our recent work on accessibility and inclusion in transport,² we have heard repeated concerns from Disabled People's Organisations and Community Transport providers about TfL's assisted transport services. These concerns centre on the services not fully meeting users' needs, and a lack of meaningful engagement from TfL with those who rely on them.³

The Committee believes that TfL must address these concerns before the closure of Capital Call. Specifically, TfL must ensure that:

1. Every elderly or Disabled person who requires assisted transport receives a service that is easy to use, reliable, and allows them to make the journeys they need to. The service provided must also be consistent across the whole of London, to avoid a 'postcode lottery' depending on which borough someone lives in.

¹ TfL, [Capital Call service review](#), 25 June 2025

² London Assembly Transport Committee, [Accessibility and Inclusion in Transport Planning](#)

³ London Assembly Transport Committee, [Accessibility and Inclusion – written evidence](#), Ealing Community Transport, Harrow Community Transport, Wandsworth Community Transport, Transport for All

2. That every current member of Capital Call is made aware of TfL's proposals to close the service, the alternative services available to them and how to access these. These communications with users should be clear, accessible and offline; without this people risk being left confused or excluded entirely

Replacement services

TfL's consultation refers to Dial-a-Ride and Taxicard as alternative assisted transport services.⁴ The Committee has heard of ongoing issues with both services.

We have heard that many of Dial-a-Ride's users have "given up completely because the type of trips they want just won't fit into the DAR [Dial-a-Ride] schedules, or they can't handle the booking system."⁵ We also heard that issues with Taxicard include passengers not being guaranteed a return journey and that there is poor taxi coverage in remote areas.⁶

Given these issues, the Committee is concerned that the current services provided by Dial-a-Ride and Taxicard will be insufficient to pick up the journeys currently covered by Capital Call. This could result in individuals not being able to make the same journeys they used to make or experiencing difficulties with a different booking system. It will be critical that TfL solves any outstanding issues relating to Dial-a-Ride and Taxicard before absorbing current Capital Call members.

Recommendation 1: 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.

Engagement and communication with customers

The Committee notes that part of TfL's engagement strategy for this consultation includes holding "Community Conversations sessions" online and in person drop-in events at TfL's Palestra offices.⁷ This is welcome, but may not go far enough, given all the evidence we have heard about the importance of engaging in as many ways as possible to ensure the needs and experiences of older and Disabled People are collected when designing accessible services.^{8 9} We are therefore left concerned that many Capital Call members may be digitally excluded and, inherently, will have difficulty independently travelling to TfL's offices in Palestra.

Recommendation 2: 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

⁴ TfL, [Capital Call service review](#), 25 June 2025

⁵ London Assembly Transport Committee, [Accessibility and Inclusion – written evidence](#), Wandsworth Community Transport, p. 315

⁶ London Assembly Transport Committee, [Accessibility and Inclusion – written evidence](#), Wandsworth Community Transport, p. 315

⁷ TfL, [Capital Call service review](#), 25 June 2025

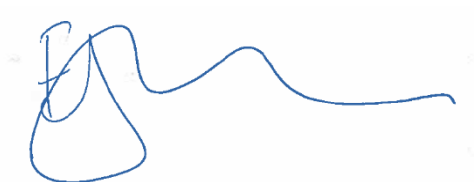
⁸ London Assembly Transport Committee, [Accessibility and Inclusion – written evidence](#), London TravelWatch, pp. 64-65

⁹ London Assembly Transport Committee, [Accessibility and Inclusion in Transport Planning – Panel 1](#), 3 September 2024, pp. 22-23

and how to access these. It should deliver a targeted communications campaign through multiple channels including in person, in writing, via telephone and online.

I would be grateful if you could respond to this letter by 15 September 2025. I also request that a copy of the consultation report is sent to the Committee on the day it is published. Please send your responses to Hannah Barlow, Principal Committee Manager, hannah.barlow@london.gov.uk and Eleanor Haigh, Senior Policy Adviser, eleanor.haigh@london.gov.uk.

Yours,

A handwritten signature in blue ink, appearing to read 'Elly Baker', with a long, flowing horizontal line extending to the right.

Elly Baker AM
Chair of the Transport Committee