
Secretariat memorandum

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AT030

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Transport for mobility impaired residents in the Greater London area

1 Purpose of report

- 1.1 To review the various reports and commentary on Dial-a-Ride services and suggest further possible work the Committee may undertake.

2 Recommendation

- 2.1 Members to note this report and discuss if the Board may wish to take further any work in this field.

3 Introduction

- 3.1 In the past year there have been several reports from various bodies looking at the performance and delivery of Dial-a-Ride services. This briefing summarises their conclusions and some continuing work as a basis for a discussion by member to inform its work.

- 3.2 The reports discussed are :

- London TravelWatch's submission to a recent London Assembly Transport Scrutiny on door-to-door transport services;
- The Assembly's report itself which looked at door-to-door services in general, but focussed on Dial-a-Ride;
- Dial-a-Ride performance reports for information;
- London Councils' commissioned report looking at all door-to-door services in London;
- Transport for London's (TfL) Business Plan.

4 London TravelWatch's submission to a recent London Assembly Transport Scrutiny

- 4.1 In response to a London Assembly scrutiny call for evidence regarding door-to-door services in London, London TravelWatch produced a submission based on its own research (Transport for All?, London TravelWatch, May 2003, <http://www.londontravelwatch.org.uk/document/837/get>) conducted into the views of Dial-a-Ride users themselves and the various presentations regarding

Dial-a-Ride performance that it has received from Transport for London over the years.

4.2 The executive summary of our submission stated :

“Dial-a-Ride members use the service for a wide variety of journeys and generally value it, though over many years there have been continuing frustrations. Some have been operational, some simply because supply is inevitably limited by budget constraints. And of course both these matters are related : improved operational service will lead to more outputs, but, in turn, more demand.

TfL embarked on an ambitious strategy to restructure the service in 2008 to address many of the concerns of its users and others and provide a single, London-wide service. It has invested a great deal in the service and plans to continue this investment.

The changes, for an extended period, caused difficulties for members. IT systems failed to live up to expectations. However, there is some hope now that these issues are being addressed by TfL and an improved service being delivered.

London TravelWatch continues to monitor and comment on the Dial-a-Ride service.”(London TravelWatch’s response to the London Assembly Transport Committee investigation into accessibility of London’s transport network, June 2010).

5 The Assembly’s report

5.1 The Assembly published its report in June of this year (Door-to-Door Transport Services, London Assembly, June 2010, http://www.london.gov.uk/sites/default/files/Door%20to%20door%20report%20FINAL_0.pdf). It should be noted that although the report’s title referred to door-to-door services it primarily investigated TfL’s Dial-a-Ride services.

5.2 The Assembly received evidence from a wide variety of groups representing elderly and disabled passengers and from some individuals. London Councils contributed on behalf of the London boroughs and the London Ambulance Service made a submission. eo consulting, a firm of consultants who were commissioned by London Councils, also made a submission. TfL and the Disabled Persons Transport Advisory Committee (DPTAC) also submitted evidence.

5.3 The assembly concluded that Dial-Ride had improved since 2009, but that it was poorer than in the past. In particular they found that fewer journeys were being delivered in 2009/10 than in 2001/02.

5.4 The report further concluded that :

- The number of journeys delivered was below target and is variable across the London boroughs;
- The cost per trip has increased significantly since 2001/02;

- Users are reporting difficulties in booking trips;
- Consultation with users was poor.

5.5 The Assembly report summarised what it felt was the future of Dial-a-Ride :

- Dial-a-Ride will continue in the future, but despite rising demand no additional journeys are planned above the present target;
- Improvement is possible if London Councils' investigation of integration of door-to-door services is successful;
- There is a case for simplifying delivery of all door-to-door services (as an outcome of the London Councils' work), but users must be included in the deliberations of London Councils.

6 Dial-a-Ride performance

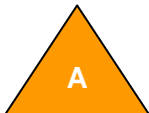
6.1 The text and table below is taken from our October 2010, TfL performance report. It refers to performance in quarter 4, 2009/10.

6.2 Dial-a-Ride has not achieved its customer service overall targets but there has been an improvement from the previous quarter. The total number of Dial-a-Ride trips completed in this quarter was seriously impacted by the adverse weather conditions. There were 26,000 cancellations in bad weather plus suppressed demand (Transcript of Door-to-door Transport Services 2 March 2010, London Assembly Transport Committee, <http://legacy.london.gov.uk/assembly/transport/2010/mar02/minutes/transcript.pdf>). Dial-a-Ride also bettered the refusal target even though trip volume was down.

6.3 The number of services that were scheduled has also risen, up from 91% last quarter to 93.2% in quarter four of 2009/10. However, the number of phone calls answered on the first attempt has fallen this quarter to 49% from 62% last quarter.

6.4 The numbers of passengers carried by Dial-a-Ride is below target at 366,452 journeys completed. The quarterly target number of passenger journeys was 416,500 for quarter four 2009/10. Dial-a-Ride's role to provide transport for people who are disabled and cannot use trains, buses or tubes means that in not meeting this target, they are not succeeding in providing access to transport for those who it has been created to serve.

Table 1 – Q4 2009/10 Dial-a-ride TfL Business Plan KPIs

KPI	Target 2009-10	Current Performance Level
Overall Customer Satisfaction	93%	92%
Annual Passenger Journey Numbers	416,500	366,452
London TravelWatch's overall performance assessment of Dial-a-Ride:		
		

7 London Councils commissioned report looking at all door to door services in London

7.1 This report (A Future Door-to-Door Strategy, London Councils, September 2009 <http://www.londoncouncils.gov.uk/London%20Councils/LondonCouncilsDoortoDoorStrategyReport.pdf>) is a thorough review of the many demand responsive door-to-door services that operate across London :

- Taxicard;
- Capital Call (a service that operates in boroughs where there is a shortage of London taxis);
- Dial-a-Ride;
- NHS Patient Transport Services;
- Adult Day Care and Children's SEN transport;
- Community Transport, including PlusBus.

7.2 All have different and complementary conditions of use, for example Dial-a-Ride will not provide trips to the hospital where the NHS's patient transport criteria are met.

7.3 Only Taxicard and Capital Call are funded by TfL. The table below is taken from the report and provides a helpful guide to the costs and scale of these services.

LONDON BOROUGHS		
	Taxicard	£5.96m
S	Adult Services transport	£100m
S	Children's Services SEN transport	£103m
	Community Transport and Plusbus	£8m
S	Freedom Pass	£244m
S	Blue Badge	Not known
	Scooter schemes (some privately run)	Not known
TRANSPORT FOR LONDON		
	Dial-a-ride	£30.5*m
	Taxicard	£10.68m
	Capital Call	£0.35m
NATIONAL HEALTH SERVICE		
S	Patient Transport Services	£30m

Door-to-door expenditure 2008/09

S = statutory service

* - 2009/10 estimate

7.4 The objective of the report is to try and formulate a strategy for demand responsive door-to-door services in London. It starts from the assumption that the boroughs should be at the centre of the provision of services and TfL's role would be to fund the boroughs. This would be a very different model than the present one which has seen TfL evolve Dial-a-Ride into a pan-London service.

- 7.5 London Councils are seeking a strategy to improve provision, better integrate all of the above services, but recognising the restraint on funding at a time when demographic studies suggest there will be greater demand as the population rises and gets older.
- 7.6 The report suggested a way forward that put the boroughs at the centre of managing and operating door-to-door services.
- 7.7 This is a hugely ambitious project. We understand that the first practical step (subject to confirmation in December 2010) will be to create a bureau to start to pilot a way forward.
- 7.8 It would seem that to have many local, similar, demand responsive, transport services, such as patient transport services, adult and children's services, delivered by different organisations across the public sector, as well as TfL's pan-London Dial-a-Ride may lead to duplication.

8 Transport for London 2009/10 – 2017/18 Business Plan

- 8.1 TfL's Business Plan (which may be subject to change following the Government's Comprehensive Spending Review) currently suggests TfL aim to maintain the number of journeys at 1.4 million through the life of the plan. As the London Assembly points out this is more than is being delivered presently.
- 8.2 The complementary capital investment plan shows a halving in renewal of Dial-a-Ride vehicles over the plan period.

9 Equalities and inclusion implications

- 9.1 These services are particularly run to enable the mobility impaired to enjoy access to services, employment and a fuller social life. They are vital to many Londoners.

10 Legal powers

- 10.1 Section 248 of the Greater London Authority Act 1999 places upon London TravelWatch (as the London Transport Users Committee) a duty to consider – and where it appears to the Committee to be desirable, to make recommendations with respect to – any matter affecting the functions of the Greater London Authority or Transport for London which relate to transport (other than of freight).

11 Financial implications

- 11.1 There are no financial consequences for London TravelWatch.