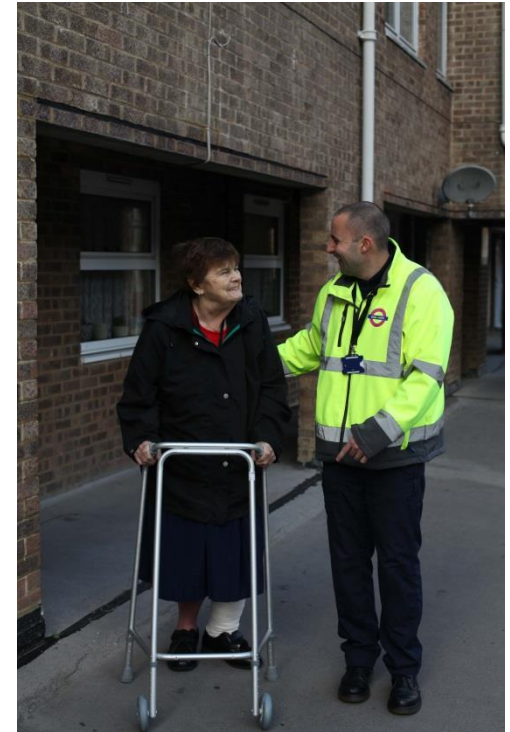


Dial-a-Ride

London TravelWatch

11 September 2018



TfL's Assisted Transport Provision in London

- Dial-a-Ride
- Taxicard
- Capital Call
- Travel Mentoring service



What is Dial-a-Ride?

- Door-to-door multi-occupancy bus service
- For those who cannot use mainstream transport
- Operates Monday-Sunday 0600-0200 hours
- 365 days a year
- Pre-booked through central call centre “one call and done”
- Free to members



Dial-a-Ride in numbers

- c42,000 members
- >1m completed trips per annum
- 320 buses
- 5 regional + 4 sub depots
- 470 FTE (Drivers c 320 FTE)
- £32m p.a. budget



Dial-a-Ride Booking and Scheduling

- Open 365 days a year, 0600-2400
- c90,000 calls per month
 - E-mail growing channel, still some faxes
- Trapeze scheduling system



Dial-a-Ride's use of contractors



Taxi Consolidator (City Fleet)

- Black cab circuit (30%)
- PHV c30 Partners (70%)
- Ca. 5% of all trips

Community Transport Providers (MOAT)

- 10 contracted with TfL
 - Covering 11 areas
- Ca. 15% of all trips



Dial-a-Ride Travel Mentoring



Supports disabled Londoners in using all forms of mainstream public transport

- 5 TfL Mentors across 28 London boroughs
- 12,000 accompanied trips p.a. (3,500 directly delivered)
- Multi-agency bus days 100+ each year
- Manage and deliver the TfL Buses Mobility Aid Recognition Scheme



Complementary schemes

Taxicard

- London boroughs' kerb-to-kerb transport service
- 66k members, c1.22 million trips
- Managed by London Councils
- Annual costs c£11m, 84 % funded by TfL

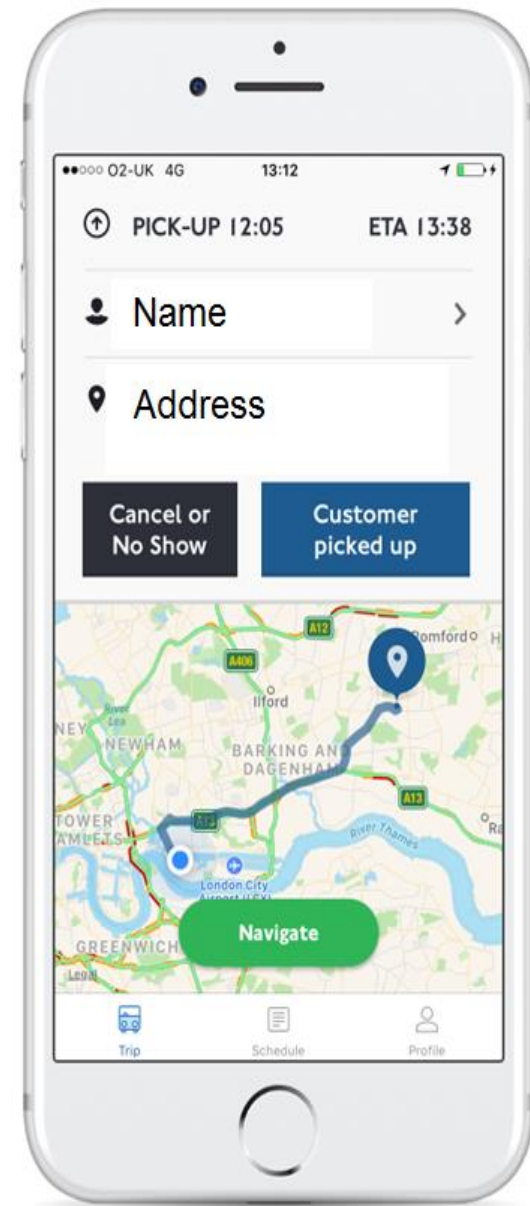
Capital Call

- Introduced 2003 where historically shortage of black cabs for the Taxicard scheme. Closed to new members.
- c926 active members
- Budget £0.3m p.a.
- Operation integrated with DAR July 2018



Technology changes

- Mobile Data Terminals
 - Advance customer notification
 - Improved driver feedback
 - Access to e-mail and SAP for drivers
 - Greatly enhanced flexibility
- Digital enhancements
 - New booking and scheduling system
 - Online membership application
 - Online cancellations
 - SMS journey confirmation
 - Online booking



Future Strategy

- Assisted Transport as a Service
 - One-stop shop for all customer transport needs
 - Passenger gets right vehicle for journey, without having to work it out themselves
 - Working with other existing service providers and new entrants into market
 - DRT brings new opportunities
- Personal budgets
 - Centralised account for all customers
 - Passenger chooses journey type based on need, cost
 - Working toward trial this year



Thank you

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**London
Dial-a-Ride**