
Secretariat memorandum

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Agenda item: 7

PC025

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Proposed withdrawal of 'Capital Call' supplementary Taxicard service

1 Purpose of report

- 1.1. To agree a response to the proposed withdrawal of the Capital Call service

2 Recommendation

- 2.1. Members are recommended to agree that this paper should form the basis of the London TravelWatch response to this consultation.

3 Information

- 3.1. Capital Call is a service operated by Transport for London (TfL) that supplements Taxicard in ten London boroughs (Bexley, Ealing, Enfield, Haringey, Hillingdon, Hounslow, Lambeth, Lewisham, Merton and Southwark) by contracting minicabs (private hire vehicles) to provide a similar service to that provided by Taxicard.
- 3.2. The service was introduced in 2003 on the basis that provision of accessible taxis and taxis in general in some boroughs was insufficient to meet the demand from users in these areas.
- 3.3. TfL now says that the provision of accessible taxis and taxis in general in these areas has increased such that operation of Capital Call as a separate service is no longer required.
- 3.4. The full TfL consultation document on this proposal can be found here: <https://consultations.tfl.gov.uk/assisted-transport/capital-call> . This sets out the numbers of users of the service in each borough and the numbers of trips being made using the Capital Call service.
- 3.5. TfL state that the numbers of users of Capital Call has been reducing year on year, reflecting the increased availability of taxis through Taxicard, and also the increased accessibility of mainstream public transport services.
- 3.6. It is proposed that existing users of Capital Call can be redirected to use Taxicard and Dial-a-Ride as these have similar membership criteria and it is argued that there is sufficient capacity to accommodate journeys currently made using Capital Call. In addition TfL would provide information on their travel mentoring service, which aims to enable disabled people who want to use public transport but who do not feel

confident enough to do so. TfL would arrange for Capital Call members to discuss their individual situations should they need to do so.

3.7. London TravelWatch has in its document “Transport users’ priorities for the 2012-16 Mayoral term” argued for a single door to door service for the elderly and disabled because the numerous door-to-door transport provided by councils, health authorities and TfL has produced significant duplication of services provision, and complicated and often unnecessarily restrictive rules about who can and cannot travel, and where they can go. Users need a simple, single service whether they are going to the shops, day centre, school or hospital.

3.8. In responding to this consultation it is recommended that London TravelWatch should seek from TfL and others authorities that consideration should be made of:

- Improvements to bus stop and rail station accessibility in the boroughs affected (see Appendix A to this report setting out the position for each borough)
- Any approach by TfL to individual Capital Call members to assist with alternative transport should include the ability to pass on to other authorities such as local councils or housing associations any barriers to using other forms of transport e.g. unmade paths and streets, crossover points with no dropped kerbs, or to take up issues within the control of TfL such as bus stops with no seating or shelter.

4 London TravelWatch priority

4.1. The items and issues raised in this report fall within the remit of London TravelWatch and they meet the criteria for relevance and impact on transport users in the London TravelWatch area. In particular, the impact on transport users in vulnerable situations, especially the elderly and those with mobility impairments.

5 Equalities and inclusion implications

5.1. None – report is for information only.

6 Financial implications

6.1. None – report is for information only.

7 Legal powers

7.1. 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). Section 252A of the same Act (as amended by Schedule 6 of the Railways Act 2005) places a similar duty upon the Committee to keep under review matters affecting the interests of the public in relation to railway passenger and station services provided wholly or

partly within the London railway area, and to make representations about them to such persons as it thinks appropriate.

Appendix A

Percentage of bus stops accessible as at February 2015

Borough	Overall	TfL Road Network	Borough
Bexley	74.57	N/A	74.57
Ealing	82.03	91.07	81.24
Enfield	68.35	93.88	65.88
Haringey	73.35	82.81	71.52
Hillingdon	65.41	82.35	65.01
Hounslow	62.25	78.16	59.93
Lambeth	81.18	83.80	79.61
Lewisham	73.08	93.67	65.68
Merton	79.86	94.55	77.72
Southwark	83.55	80.57	84.45

Stations accessibility by borough as at February 2015

Borough	Fully accessible	Partially accessible	Not accessible (* step free access planned or in progress)
Bexley	Barnehurst, Belvedere, Bexleyheath, Sidcup, Slade Green, Welling	Bexley, Crayford, Erith	Albany Park, Falconwood

Borough	Fully accessible	Partially accessible	Not accessible (* step free access planned or in progress)
Ealing	Northolt Park, South Action, South Greenford	Acton Central, Acton Town, Castle Bar Park	Acton Main Line*, Boston Manor, Chiswick Park, Drayton Green, Ealing Broadway*, Ealing Common, Greenford*, Hangar Lane, Hanwell, North Acton, North Ealing, Northfields, Northolt, Park Royal, Perivale, South Ealing, Southall*. West Ealing*, West Acton
Enfield	Brimmsdown, Bush Hill Park, Enfield Lock, Enfield Town, Oakwood	Grange Park	Arnos Grove, Cockfosters, Southgate, Angel Road, Crews Hill, Edmonton Green, Enfield Chase, Gordon Hill, Hadley Wood, Palmers Green, Silver Street, Southbury, Turkey Street, Winchmore Hill
Haringey	Harringay Green Lanes, Northumberland Park	Tottenham Hale*	Bounds Green, Highgate, Manor House, Seven Sisters, Turnpike Lane, Wood Green, Alexandra Palace, Bowes Park, Bruce Grove, Harringay, Hornsey, South Tottenham*, Stamford Hill, White Hart Lane
Hillingdon	Heathrow Terminals 123, Heathrow Terminal 4, Heathrow Terminal 5, Hillingdon, Uxbridge	Ruislip, Hayes & Harlington*	Eastcote, Hatton Cross, Ickenham, Northwood, Northwood Hills, Ruislip Gardens, Ruislip Manor, South Ruislip, West Ruislip, West Drayton*

Borough	Fully accessible	Partially accessible	Not accessible (* step free access planned or in progress)
Hounslow	Hounslow East, Hounslow West, Brentford, Chiswick, Feltham, Hounslow	Gunnersbury, Syon Lane	Hounslow Central, Osterley, Turnham Green, Isleworth, Kew Bridge
Lambeth	Brixton LU, Herne Hill, Streatham Common, Streatham Hill, Vauxhall NR, Waterloo NR, Waterloo East, West Norwood	Waterloo LU, Gipsy Hill	Clapham Common, Clapham North, Lambeth North, Oval, Stockwell, Vauxhall LU*, Brixton NR, Clapham High Street, Wandsworth Road, Streatham, Tulse Hill
Lewisham	Beckenham Hill, Blackheath, Catford Bridge, Crofton Park, Deptford, Forest Hill, Lee, Lewisham, Lower Sydenham, Sydenham, Deptford Bridge	Brockley*, Grove Park*, Hither Green, New Cross*, New Cross Gate*	Bellingham, Catford, Honor Oak Park*, St.Johns
Merton	Wimledon, Mitcham Eastfields, Mitcham Junction, Morden	Haydons Road, Raynes Park	Colliers Wood, South Wimbledon, Wimbledon Park, Morden South, Motspur Park, St.Helier, South Merton, Tooting, Wimbledon Chase
Southwark	Bermondsey, Canada Water, London Bridge, Southwark, Denmark Hill, East Dulwich	Borough	Elephant & Castle LU*, Elephant & Castle NR, Kennington, North Dulwich, Nunhead, Peckham Rye, Queens Road Peckham*, Rotherhithe, South Bermondsey, Surrey Quays, Sydenham Hill, West Dulwich