

Subject: Door-to-door Transport Services

Report Number: 5

Report to: Transport Committee

Date: 2 March 2010

Report of: Executive Director of Secretariat

1. Recommendation

- 1.1 That the Committee notes this report and puts questions to representatives of Transport for London, London Councils, Transport for All and the London Ambulance Service about door-to-door transport services in London.

2. Background

- 1.1 At its meeting on 6 January 2010, the Committee agreed to carry out an investigation into door-to-door transport services with the following terms of reference:
 - To consider the recent performance of door-to-door transport services particularly Dial-a-Ride;
 - To examine the recent proposals for door-to-door transport services to see if these will address the issues faced by users of the services; and
 - In light of the findings, to make recommendations to the Mayor, TfL and London Councils as appropriate for any further action to take to help improve door-to-door transport services.
- 1.2 For further information about the investigation, please refer to the scoping report, attached as **Appendix A**.

3. Issues for Consideration

- 3.1 The following guests have been invited to attend this meeting to answer questions about door-to-door transport services:
 - Dame Tanni Grey-Thompson DBE, TfL Board Member;
 - David Brown, Managing Director, Surface Transport, TfL;
 - Nick Lester, Corporate Director, Services, London Councils;
 - Faryal Velmi, Director, Transport for All; and
 - Nic Daw, Head of Patient Transport Service Performance and Modernisation, London Ambulance Service
- 3.2 This meeting will provide an opportunity for the Committee to discuss the performance of Dial-a-Ride since it last looked at this issue in March 2009. It will also provide an opportunity to explore the performance of other services such as the NHS Patient Transport Service and the proposals being developed by London Councils for the integration of all door-to-door transport services in London. Representatives of local disability groups and users of door-to-door transport services have been invited to attend the meeting to contribute to the discussion.
- 3.3 In advance of the meeting, written views and information have been sought from relevant organisations and individuals and a survey conducted of users of Dial-a-Ride and other door-to-door transport services. Findings from the survey will be made available at the meeting.

3.4 Following the meeting, the Committee's report setting out its findings and recommendations will be prepared. This is due to be published in May 2010.

4. Strategy Implications

4.1 The Committee's investigation into door-to-door transport services is relevant to the Mayor's Transport Strategy. The Greater London Authority Act 1999 places a duty on the Mayor to include in his Transport Strategy 'proposals for the provision of transport which is accessible to persons with mobility problems', and to 'specify a timetable for the implementation of the proposals' (Section 142).

5. Legal Implications

5.1 The Committee has the power to do what is recommended in this report.

6. Financial Implications

6.1 There are no financial implications to the GLA arising from this report.

Background Papers: None

Contact: Richard Berry, Richard.berry@london.gov.uk, 020 7983 4199

Laura Warren, laura.warren@london.gov.uk, 020 7983 6545