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**Secretariat memorandum**

Author: Sharon Malley

Agenda item: 5

TRS025

Drafted: 06.03.12

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Matters Arising

**1 Purpose of report**

- 1.1. To record matters arising from previous meetings of the Transport Services committee and give progress on their resolution.

**2 Recommendation**

- 2.1. That the report is received for information.

**3 Information**

- 3.1. The table at Annex A indicates the current position in relation to matters arising from previous meetings of the Committee.
- 3.2. Updates for inclusion in this report were invited five working days in advance of the meeting, in writing to the Committee Services team, rather than in person at the meeting.

**4 Equalities and inclusion implications**

- 4.1. None – report is for information only.

**5 Legal powers**

- 5.1. 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.

**6 Financial implications**

6.1. None – report is for information only.

No	Date	Minute	Action	London TravelWatch Owner	Status	Complete
1	23.06.10	8c	To draw up a list of stations which were not step-free, but where access had improved.	Policy Officer	This item is on the agenda for the meeting on 13.03.12.	<b>Complete</b>
2	23.06.10 05.04.11 06.07.11 05.10.11	C2 5.2 5.1 5.1	To determine the number of complaints TfL receive from disabled passengers. To confirm the number of disabled passengers on TfL.	Policy Officer	TfL aims to publish the complaints data in the new year.	<b>In progress</b>
3	13.10.10	5	To monitor progress on arranging a meeting with the Ministers of Health and Transport.	Policy Officer	London TravelWatch has sought to progress this on a number of occasions but has had no success to date. Officers therefore recommend closing this item.	<b>Complete</b>
4	13.10.10	10	To update London TravelWatch on the hidden disabilities card (correct name Travel Support card)	Executive Assistant	Travel Support Card was launched in Feb 2012 – see Annex B for more information.	<b>Complete</b>
5	13.10.10	10	To contact Arthritis Care about the placement of an article in their members' magazine.	Communications Officer	This has been taken forward under the Consumer Affairs matters arising.	<b>Complete</b>
6	05.04.11 06.07.11	11.2 5.4	To meet TfL's Red Route officer to conclude the issue of licensing pedicabs.	Policy Officer	The Policy Officer has met with TfL officers on this issue and the note of the meeting is being checked with TfL for factual accuracy before being issued.	<b>In progress</b>
7	06.07.11	11	Research which London boroughs had most problems with provision of accessible bus stops.	Policy Officer	This is being reported to the Transport Services committee on 13.03.12.	<b>Complete</b>

No	Date	Minute	Action	London TravelWatch Owner	Status	Complete
8	05.10.11	5.3	Refine data provided by TfL on areas of traffic congestion in order to progress the issue with TfL's head of streets. Consider whether it should be included within London TravelWatch's passenger priorities document.	Policy Officer	This issue has been raised with the MD of TfL Surface Transport and a response is being chased. The Director of Streets is appearing at the Transport Services committee on 13.03.12. The passenger priorities document was published in late 2011.	<b>Complete</b>
9	07.12.11	5.2	Circulate a copy of the Mayor's response to London TravelWatch about the distribution of Countdown signs at bus stops.	Executive Assistant	The letter is attached to this report as Annex C.	<b>Complete</b>
10	07.12.11	7	Circulate information on the number of individuals who have attended adult cycle safety training.	Executive Assistant	The information has been circulated to members.	<b>Complete</b>
11	07.12.11	8	Link from London TravelWatch website to TfL's Cabwise page and support the Safer Travel at Night campaign through press work.	Communications Officer	This has action has been carried out.	<b>Complete</b>
12	07.12.11	9	Review the implications of Crossrail on particular stations, for example the closure of Farringdon.	Director, Policy & Investigation	This is included in the work plan for consideration during 2012-13.	<b>Complete</b>
13	07.12.11	10	Consider viability of reporting responsibility for train disruption within National Rail performance report.	Director, Policy & Investigation	This represents a significant increase in resource and officers recommend that other activities should take priority at this time.	<b>Complete</b>
14	07.12.11	10	Invite Abellio to attend a meeting following their takeover of the Greater Anglia franchise in February 2012.	Executive Assistant	Abellio are attending the Transport Services committee on 13.03.12.	<b>Complete</b>
15	07.12.11	14	Circulate the transport regeneration report to relevant stakeholders.	Director, Policy & Investigation	This action has been carried out.	<b>Complete</b>

## Annex B: Travel Support Card

TfL press release 22.02.13

# New card to make travel easier for people with hidden disabilities

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Initiative is one of dozens delivered as part of huge programme of investment ahead of the Games. Hundreds of millions invested in accessibility as part of £6.5bn spent on upgrading vital infrastructure to provide a lasting legacy.

As part of the work to make the transport network in London as accessible as possible, Transport for London (TfL) has today launched a new Travel Support Card for people with hidden disabilities, such as learning and communication difficulties, to help them use public transport more easily.

Showing the credit card-sized card will alert members of staff that the passenger may need support, and will help people with invisible disabilities have more confidence in asking for help.

TfL worked with disability charities in developing and launching the new card, which can be downloaded and printed from the TfL website.

It includes space to write anything that could help transport staff to give the right support, and for passengers to include their names and a number to call in times of an emergency.

The card is the latest of dozens of initiatives undertaken by TfL to improve accessibility on the transport network ahead of the Olympic and Paralympic Games and beyond.

Hundreds of millions of pounds has been invested in accessibility improvements as part of the £6.5bn spent on upgrading vital infrastructure.

This investment means that London has a wide range of accessible transport options to ensure people with a disability or reduced mobility can get to the London 2012 Games, and will provide a lasting legacy with even more Tube stations being upgraded in the years to come.

## Lasting legacy

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On the Tube alone:

- A total of 166 Tube stations have been refurbished and since 2008, 15 additional Tube stations have been made step-free (a further Tube station will be made step-free before the Games making a total of 16)

- Sixty-four Tube stations are step-free from street to platform, rising to 65 by the Games (with Farringdon). This includes key stations like Stratford, Southfields (for tennis at Wimbledon), Green Park, King's Cross St. Pancras and Blackfriars. The number of step-free access stations has increased by 26 per cent since 2008 (50 stations) and 70 per cent since 2000 (37 stations)
- TfL plan to deliver step-free access at a further eight stations by 2018 (Paddington [Hammersmith & City], Vauxhall, Bond Street, Tottenham Court Road, Ealing Broadway, Whitechapel, Victoria and Wembley Central). Work is already under way at a number of TfL's busiest interchange stations: Paddington (by 2013), Victoria, Bond Street, and Tottenham Court Road by 2018. More than 250 wide aisle gates have been installed on Underground stations to provide easier access for wheelchair users and assistance dog owners
- Ninety per cent of Tube station platforms have tactile paving for visually impaired people, which will rise to 100 per cent by 2013. In addition, 335 electronic visual display boards have been installed at 250 stations. All stations have CCTV, clear large signage and public address systems
- London Underground's (LU's) train fleet is being replaced - boosting accessibility. The Victoria line has all new trains and raised platforms at stations to make it easier for wheelchair users to board trains. By the end of 2012/13 the introduction of new rolling stock will be complete on the Metropolitan line, followed by the Circle, Hammersmith & City, and District lines by the end of 2015/16, providing greater wheelchair space and other accessible features
- In addition, there are plans to have level access at more than a hundred more platforms as part of the upgrade of the District, Metropolitan, Circle and Hammersmith & City lines
- All front line staff working in Tube stations receive disability awareness training, and undertake a refresher course every year
- A wide range of information is available to passengers, including step-free and avoiding stairs guides with LU staff, present at every Tube station during opening hours, always on hand to assist passengers with their travel needs
- To supplement its 'mainstream' information provision, TfL runs a successful Travel Mentoring Service for disabled people. This service provides approximately 9,000 accompanied journeys a year with a travel mentor to improve the confidence of disabled people in using London's public transport system
- In 2011 TfL changed the Bylaws to make it easier for some assistance dog users to use Tube stations. Assistance dogs which have been specifically trained in how to use escalators (and carry the appropriate identification) are now able to use escalators

Wayne Trevor, LU's Accessibility & Inclusion Manager, said: 'All Tube stations are staffed and every day they help many customers including disabled passengers.'

'But with more than four million passengers using London Underground every day we want everyone who needs support to get it even if their requirements aren't obvious or they aren't confident about approaching staff.

'This new card is designed to make life easier for people who may need help, but do not have a visible disability, and it is just one element in the enormous range of initiatives that we have taken to improve accessibility on the transport network.

'We have invested hundreds of millions of pounds in new lifts, trains, platform humps, wide aisle gates, tactile paving, audio and visual displays and other improvements.

'Together these, and the vast array of other accessible transport options, will ensure that passengers with disabilities will be able to get to the Games and will provide a lasting legacy for all Londoners.'

## Accessible transport options

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Following improvements made in recent years London now has an enormous range of accessible transport options, including an 8,500 strong bus network, which is the most accessible fleet in the country.

The entire fleet is fitted with wheelchair ramps and each bus has space allocated for wheelchair users.

In addition:

- A total of 100 per cent of buses are low-floor wheelchair accessible and 59 per cent of bus stops are now accessible, (up from 29 per cent since 2008)
- All Docklands Light Railway stations are step-free
- All tram stations are step-free
- The entire taxi fleet of 22,000 vehicles is wheelchair accessible
- All new London Overground stations are step-free such as Shoreditch High Street, Hoxton, Haggerston, Dalston Junction and Imperial Wharf
- All London River Service piers are step-free at all states of the tide, allowing access for mobility impaired passengers
- Thames Clippers' boats are accessible at all piers
- Nearly 40 per cent of all stops and stations across London's rail based public transport network are currently step-free, up from around 30 per cent in 2008. TfL expect the number of step-free stations to rise to 45 per cent by 2015 and be at 50 per cent well before the end of the decade\*

- Dial-a-Ride made a record 1.3 million trips in 2010/11, an 18 per cent increase on 2007/08 with 200,000 more journeys; Taxicard trips have gone from 1.4 million trips in 2007/08 to 1.9 million in 2010/11 - an increase of 35 per cent
- The disabled Freedom Pass continues to benefit disabled users, providing over 170,000 journeys per day

TfL requires that all London Bus drivers receive thorough and comprehensive training before they are allowed to drive a bus and carry passengers, and are trained to recognise how best to meet differing passenger needs, which includes stopping correctly at bus stops to ensure the ramp can deploy fully.

## Bespoke training

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In addition, TfL requires every bus driver to pass a bespoke BTEC qualification within their first year of service, aimed at raising standards of driving and improving customer service skills.

TfL is currently reviewing the Big Red Book (a staff handbook issued to bus drivers) and an updated version will be issued in spring 2012.

The book includes a comprehensive section on how to meet the needs of disabled passengers including: guidance on pulling in close to the kerb at bus stops where possible, kneeling the bus to assist passengers who need help boarding, allowing older and disabled passengers time to hold on or get to a seat before driving off.

In addition it includes guidance on how to assist visually impaired passengers, wheelchair users, and rules surrounding assistance dogs and mobility devices/walkers.

The revised version will include updated guidance on access to buses for mobility scooters.

An army of volunteers will be drafted in to assist our operations during Games time.





They will also undergo a rigorous training programme; ensuring plans are in place for disabled spectators to be supported during their journeys at Games time through better information and visible reassurance.

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### Notes to editors:

\*This includes National Rail stations as well as London Underground, London Overground, DLR and London Tramlink stations and stops.



<p>My name is: _____</p> <p>My emergency contact number is: _____</p> <p>This is not a ticket and does not entitle the holder to any discount.</p>	<p>How you can help me: _____</p> <p>Thank you.</p>
<p><b>A</b></p> <p><b>i</b> <b>24-hour travel information</b> <b>0843 222 1234</b></p> <p>If you call 0843 222 1234 from a BT landline, you will pay no more than 5p a minute. There may be a connection charge. Charges from mobiles or other landline providers may be different.</p> <p><b>Introduction</b></p> <ol style="list-style-type: none"> <li>1 Print this sheet out</li> <li>2 Cut along the dotted line</li> <li>3 Fold along line <b>A</b></li> <li>4 Fold along line <b>B</b></li> </ol>	<p><b>B</b></p> <p><b>Travel support card</b></p> <p><b>Please can you help me?</b> </p> <p>Open for more information.</p> <p><b>MAYOR OF LONDON</b> Transport for London </p>
<p><b>A</b></p> <p><b>i</b> <b>24-hour travel information</b> <b>0843 222 1234</b></p> <p>If you call 0843 222 1234 from a BT landline, you will pay no more than 5p a minute. There may be a connection charge. Charges from mobiles or other landline providers may be different.</p>	<p><b>B</b></p> <p><b>Travel support card</b></p> <p><b>Please can you help me?</b> </p> <p>Open for more information.</p> <p><b>MAYOR OF LONDON</b> Transport for London </p> <p>How you can help me: _____</p> <p>Thank you.</p>

## Annex C: Mayor of London's response to London TravelWatch's letter about bus stop Countdown signs

**GREATER LONDON AUTHORITY**

Mayor's Office

**Sharon Grant**

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**Our Ref:** MGL4201011-2169

**Date:**

**21 NOV 2011**

Dear Ms Grant

### **Bus Countdown stop selection criteria**

Thank you for your letter of the 18 October about the selection criteria for the new bus stop Countdown signs.

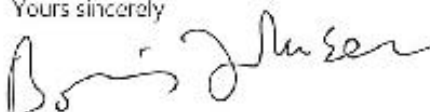
I am pleased you support the approach of maximising the benefits of the new technology for the largest number of people. The web and SMS service gives Londoners certainty over when their next bus will arrive from wherever they are in the Capital. The new web service is very popular and receives 500,000 hits a day. The web service is free and the fixed cost of a text message means the customer has certainty over the amount they will pay. It is important to note that the web and SMS service augments and does not replace the bus stop Countdown signs.

In response to public concerns about the proposed removal of Countdown signs at a number of locations across London, I asked Transport for London (TfL) to refine their strategy to address these worries. The new approach means that no stop that currently has a Countdown sign will lose that facility. Unfortunately, within the budget available, it is just not possible to have a sign at every stop. However, the upgrade of Countdown will see the total number of Countdown signs in London increase to 2,500 units, which represents a net gain of 500 signs. However, the additional signs have still been allocated according to the previously agreed criteria. All London boroughs will continue to receive the same overall number of on-street signs that have been agreed with TfL.

I appreciate that London TravelWatch spent time considering the original policy and I appreciate the point you make that some of these signs may have fewer passengers using them. However, following representation from a range of stakeholders, I considered that retaining the current locations was the better option.

Thank you again for writing to me.

Yours sincerely



**Boris Johnson**  
Mayor of London