

**Richard Massett's  
First Witness Statement  
Statement made on  
22 September 2017**

**IN THE MATTER OF:**

**THE PLANNING ENQUIRY  
THE CAMDEN (TORRINGTON PLACE TO TAVISTOCK SQUARE)  
(PRESCRIBED ROUTES, WAITING AND LOADING RESTRICTIONS  
AND LOADING PLACES)  
TRAFFIC ORDER (2017) ROAD TRAFFIC REGULATION ACT**

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**EXHIBIT**

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Exhibit RM1 to Witness Statement of Richard Massett.

## Summary: Disabled People

### Key findings

- Fourteen per cent of Londoners consider themselves to have a disability that impacts their day to day activities 'a lot' or 'a little' [2]
- Ninety per cent of disabled Londoners report that their disability limits their ability to travel [12]
- Disabled Londoners travel less often than non-disabled Londoners (1.9 compared with 2.8 trips on an average weekday) [12]
- The most commonly used types of transport by disabled Londoners are walking (78 per cent of disabled Londoners walk at least once a week), the bus (56 per cent) and car as the passenger (47 per cent) [12]
- The main barriers that disabled Londoners experience and which have an impact upon their ability to make public transport journeys as often as they would like are often the same as those expressed by non-disabled Londoners, namely overcrowding and concerns about the antisocial behaviour of other customers. Disabled customers also see accessibility-related issues, cost and comfort as barriers to travel [14, 65]
- Freedom Passes are the most common ticket type used on TfL services by disabled Londoners (66 per cent). Twenty-seven per cent of disabled Londoners use Oyster pay as you go (PAYG), a considerably smaller figure than non-disabled Londoners where Oyster PAYG is used by 61 per cent [32]
- Internet use is lower among disabled Londoners (76 per cent compared with 93 per cent of non-disabled Londoners) and disabled people are also less likely to use the TfL website (54 per cent for disabled Londoners compared with 81 per cent for non-disabled Londoners) [15]
- Disabled Londoners are less likely to own a smartphone than non-disabled Londoners (44 per cent compared with 80 per cent) [15]

### Note:

Throughout this report, data relating to disabled people are based on survey and Census results where respondents have self-defined based on standard questions.

## Disabled People

### Transport behaviour

Disabled Londoners travel less frequently than non-disabled Londoners (1.9 journeys per weekday compared with 2.8 for non-disabled Londoners). While the main transport types used by disabled Londoners are the same as those used by non-disabled Londoners (namely walking, bus, and car both as a driver and a passenger), lower proportions of disabled people use each type of transport at least once a week than non-disabled Londoners (with the exception of the car as a passenger where the same proportion of disabled and non-disabled Londoners travel this way at least once a week) [12].

- Disabled Londoners are more likely to walk (78 per cent) and use buses (56 per cent) at least once a week than other types of transport [12]
- Lower proportions of disabled Londoners travel by Tube (16 per cent) and National Rail (eight per cent). The proportion is considerably lower than for non-disabled Londoners (41 per cent and 18 per cent respectively) [12]
- Disabled Londoners are most likely to use public transport for the purposes of shopping, personal business and leisure (these trips make up 73 per cent of journeys by disabled Londoners, compared with 45 per cent for non-disabled Londoners)
- Members of Dial-a-Ride tend to be older than the average disabled Londoner – 81 per cent of Dial-a-Ride members are aged 65 and over, compared to 41 per cent of all disabled Londoners [30, AB]

Disabled Londoners are more likely to hold an older person's Freedom Pass (43 per cent compared with 12 per cent of non-disabled Londoners) and less likely than non-disabled Londoners to hold an Oyster card (23 per cent compared with 64 per cent of non-disabled Londoners). Seventeen per cent of disabled people hold a disabled person's Freedom Pass [12].

### Barriers

We conducted a survey in 2014 to further understand some of the key issues faced by disabled people travelling on the network. The results show that the majority of disabled Londoners (61 per cent) would travel more often than they currently do if they did not experience barriers such as accessibility or cost constraints [65].

Additional journeys that would be made more often without these barriers would be for leisure and social activities such as visiting friends and family (49 per cent), entertainment and exercise (41 per cent), social activities such as going to the pub or to a restaurant (40 per cent) and shopping (34 per cent) [65].

The main issues that affect the ability of disabled Londoners to make public transport journeys as often as they would like can be summarised as:

- Accessibility related (44 per cent)
- Cost (21 per cent)
- Comfort – incorporating issues such as overcrowding, unsuitable or unavailable seating (20 per cent)
- Availability and reliability (16 per cent) [65]

## Disabled People

### Access to information

A significantly lower proportion of disabled Londoners access the internet compared with non-disabled Londoners (76 per cent compared with 93 per cent). This is true for all age groups, although not to the same extent. Older disabled Londoners are considerably less likely to access the internet than younger disabled Londoners (53% of disabled Londoners aged 65 years old or over access the internet compared with 90% of disabled Londoners aged 16 to 64) [15].

Among disabled Londoners, 54 per cent use the TfL website. This compares to 81 per cent of non-disabled Londoners [15].

Disabled customers use maps and timetables widely, referring to them both at home and on the journey, and using the 'disabled sign' as a quick reference to confirm whether or not the station will be accessible [66]. Our research indicates that disabled customers have a higher reliance on paper-based sources than non-disabled customers. However, this may be due to the older profile of disabled customers than non-disabled customers [48].

Disabled customers have concerns about disruptions that non-disabled customers experience too; however, disruptions can have a greater impact upon disabled customers because they can face greater difficulties overcoming their effects. Disabled customers report that they can experience anxiety during disruptions and that access to reliable, live information is crucial to minimise this [66].

## Disabled People

As part of our work to understand the needs and opinions of disabled customers, we conduct a range of research programmes, including an accessibility mystery traveller survey (AMTS). AMTS works with disabled people to assess objectively and monitor the whole journey experience of travelling around London. It produces insights which help us to monitor and gain a deeper understanding of the experiences of disabled people, enabling us to take action, plan improvements and ultimately improve accessibility. We have included data from this research into this chapter where appropriate.

### Profile of disabled Londoners

There are several sources which aim to quantify the number of disabled people in London. The primary benchmark source is the 2011 Census, conducted by the Office for National Statistics. According to the Census, 14 per cent of Londoners consider themselves to have a long-term health problem or disability that limits their day-to-day activities, which has lasted, or is expected to last, at least 12 months (7 per cent consider this affects their activity 'a lot' and 7 per cent 'a little'). This is the lowest proportion recorded for any region of the UK, possibly due to the lower average age of Londoners compared to those living in other regions [2].

We also monitor the number of disabled people in London on an ongoing basis as part of our London Travel Demand Survey. This survey uses a slightly different set of questions (due to the different purpose of the research). Data from 2013/14 shows that 11 per cent of Londoners (circa 833,000 excluding those aged under five) consider that they have a long-term physical or mental disability or health issue that limits their daily activities, the work they can do (including issues due to old age) or their ability to travel [12].

Slightly less than two per cent of Londoners (16 per cent of disabled Londoners) are wheelchair users (circa 133,000 excluding those aged under five years old) [12].

## Disabled People

### LTDS demographic profile of disabled people in London (2013/14) [12]

| %                       | Proportion of disabled Londoners | Proportion of category who are disabled | Proportion of non-disabled Londoners |
|-------------------------|----------------------------------|---|--------------------------------------|
| <b>Base</b>             | <b>(1,821)</b>                   | <b>(varies)</b>                         | <b>(13,879)</b>                      |
| <b>Gender</b>           |                                  |   |                                      |
| Men                     | 44                               | 10                                      | 50                                   |
| Women                   | 56                               | 12                                      | 50                                   |
| <b>Age</b>              |                                  |   |                                      |
| 5-15                    | 4                                | 3                                       | 15                                   |
| 16-24                   | 5                                | 4                                       | 15                                   |
| 25-64                   | 47                               | 8                                       | 61                                   |
| 65+                     | 44                               | 37                                      | 9                                    |
| <b>Ethnicity</b>        |                                  |   |                                      |
| White                   | 69                               | 12                                      | 61                                   |
| BAME                    | 30                               | 9                                       | 38                                   |
| <b>Household income</b> |                                  |   |                                      |
| Less than £10,000       | 41                               | 25                                      | 15                                   |
| £10,000-£19,999         | 28                               | 16                                      | 18                                   |
| £20,000-£34,999         | 15                               | 8                                       | 20                                   |
| £35,000-£49,999         | 6                                | 5                                       | 14                                   |
| £50,000-£74,999         | 5                                | 3                                       | 16                                   |
| £75,000+                | 6                                | 4                                       | 17                                   |
| <b>Working status*</b>  |                                  |   |                                      |
| Working full-time       | 8                                | 2                                       | 52                                   |
| Working part-time       | 5                                | 5                                       | 12                                   |
| Student                 | 3                                | 4                                       | 11                                   |
| Retired                 | 48                               | 38                                      | 11                                   |
| Not working             | 35                               | 26                                      | 13                                   |

\*Note that LTDS data in this report excludes children aged under five and working status does not include under 16s.

All TfL surveys use the Equality Act 2010 to define disabled people as those who define themselves as having a long-term physical or mental disability or health issue that impacts on their daily activities, the work they can do, or limits their ability to travel

## Disabled People

### Ethnicity

Disabled Londoners are more likely to be white than non-disabled Londoners (69 per cent of disabled Londoners are white compared with 61 per cent of non-disabled Londoners) [12].

#### Ethnicity profile of disabled Londoners (2013/14) [12]

| %                | All disabled Londoners | 65+ disabled Londoners | All non-disabled Londoners | 65+ non-disabled Londoners |
|------------------|------------------------|------------------------|----------------------------|----------------------------|
| <b>Base</b>      | <b>(1,821)</b>         | <b>(922)</b>           | <b>(13,879)</b>            | <b>(1,553)</b>             |
| <b>Ethnicity</b> |                        |                        |                            |                            |
| <b>White</b>     | 69                     | 80                     | 61                         | 82                         |
| <b>BAME</b>      | 30                     | 19                     | 38                         | 18                         |

Note that LTDS data in this report excludes children aged under five.

White Londoners are more likely than BAME Londoners to be disabled (12 per cent of white Londoners are disabled compared with nine per cent of BAME Londoners). This appears to be related to the older age profile of white Londoners, as the difference in each specific age category is not significant [12].

#### Proportion of white and BAME Londoners who are disabled (2013/14) [12]

| %                    | White | BAME |
|----------------------|-------|------|
| <b>All Londoners</b> | 12    | 9    |
| <b>16-24</b>         | 4     | 4    |
| <b>65+</b>           | 37    | 39   |

Base: All white Londoners (10,044), white 16 to 24 year old Londoners (1,049), white 65+ year old Londoners (2,004), all BAME Londoners (5,563), BAME 16 to 24 year old Londoners (792), BAME 65+ year old Londoners (464).  
Note that LTDS data in this report excludes children aged under five.

## Disabled People

### London boroughs

The London boroughs with the highest proportion of disabled residents are:

#### Highest proportion of disabled residents in London boroughs [2]

| Borough                     | % of disabled residents |
|-----------------------------|-------------------------|
| <b>Havering</b>             | 17                      |
| <b>Barking and Dagenham</b> | 16                      |
| <b>Bexley</b>               | 16                      |
| <b>Islington</b>            | 16                      |

*Base size not shown as data taken from the ONS 2011 Census.*

The London boroughs with the lowest proportion of disabled residents are:

#### Lowest proportion of disabled residents in London boroughs [2]

| Borough                       | % of disabled residents |
|-------------------------------|-------------------------|
| <b>Wandsworth</b>             | 11                      |
| <b>Richmond upon Thames</b>   | 11                      |
| <b>City of London</b>         | 11                      |
| <b>Kensington and Chelsea</b> | 12                      |
| <b>Kingston upon Thames</b>   | 12                      |
| <b>Merton</b>                 | 13                      |

*Base size not shown as data taken from ONS 2011 Census.*



## Disabled People

Proportion of Londoners using types of transport at least once a week (2013/14) [12]

| %   | Disabled       | Disabled<br>16-64 | Disabled<br>65+ | Non-<br>disabled<br>(All) | Non-<br>disabled<br>65+ |
|---|----------------|-------------------|-----------------|---------------------------|-------------------------|
| <b>Base</b>   | <b>(1,821)</b> | <b>(832)</b>      | <b>(922)</b>    | <b>(13,879)</b>           | <b>(1,553)</b>          |
| Walking   | 78             | 85                | 68              | 98                        | 97                      |
| Bus   | 56             | 62                | 48              | 62                        | 70                      |
| Car (as a passenger)  | 47             | 46                | 47              | 48                        | 43                      |
| Car (as a driver)   | 26             | 28                | 26              | 41                        | 56                      |
| Tube  | 16             | 22                | 10              | 41                        | 31                      |
| National Rail   | 8              | 11                | 5               | 18                        | 15                      |
| Overground  | 4              | 6                 | 1               | 10                        | 5                       |
| Other taxi/minicab (PHV)  | 8              | 9                 | 7               | 6                         | 4                       |
| London taxi/black cab   | 4              | 3                 | 6               | 5                         | 2                       |
| DLR   | 3              | 4                 | 1               | 5                         | 2                       |
| Tram (Croydon Tramlink)   | 1              | 2                 | 1               | 2                         | 2                       |
| Motorbike   | 1              | 1                 | -               | 1                         | -                       |
| <b>Net: Any public transport (bus,<br/>Tube, National Rail, DLR, London<br/>Overground, tram)</b> | <b>59</b>      | <b>67</b>         | <b>49</b>       | <b>73</b>                 | <b>75</b>               |

*Note that LTDS data in this report excludes children aged under five.*

Where more detailed information on individual types of transport is available, we have included a sub-section below.

## Disabled People

Among disabled Londoners who state that their travel is limited by being disabled, 64 per cent consider it either impossible to walk without help (17 per cent) or difficult but not impossible to do so (47 per cent) [12].

### Bus

Buses are the most commonly used type of public transport (except walking) by both disabled and non-disabled Londoners. However, disabled Londoners are less likely to use buses than non-disabled Londoners (79 per cent of disabled Londoners have used the bus in the past year compared with 92 per cent of non-disabled Londoners) [12].

#### Frequency of travelling by bus (2013/14) [12]

| %                                      | Disabled       | Wheelchair user | Non-disabled    |
|--|----------------|-----------------|-----------------|
| <b>Base</b>                            | <b>(1,821)</b> | <b>(317)</b>    | <b>(13,879)</b> |
| 5 or more days a week                  | 20             | 5               | 29              |
| 3 or 4 days a week                     | 14             | 11              | 12              |
| 2 days a week                          | 11             | 8               | 11              |
| 1 day a week                           | 10             | 5               | 10              |
| At least once a fortnight              | 4              | 1               | 6               |
| At least once a month                  | 8              | 7               | 10              |
| At least once a year                   | 12             | 15              | 14              |
| Not used in last 12 months             | 18             | 41              | 6               |
| Never used                             | 3              | 8               | 2               |
| <b>Net: Used in the last 12 months</b> | <b>79</b>      | <b>51</b>       | <b>92</b>       |

*Note that LTDS data in this report excludes children aged under five.*

## Disabled People

often being indirect before passengers get on the bus. Inconsistent and unpredictable experiences are a major source of stress and tension.

'I cannot physically get on a bus where I live because it's a busy shopping area full of buggies. What's the point of a wheelchair ramp if we can never get on?' [43]

The conflict in the WPA on buses is part of the wider experience of travelling by bus for wheelchair users [43].

The WPA is a key consideration for wheelchair users when deciding to travel by bus:

- Does my wheelchair/scooter fit in the area?
- Is there a buggy/pram already in the area? [72]

'My experience taking the bus from Earls Court to Hammersmith was similarly infuriating. The driver initially refused me entry because there was a buggy on board. I pleaded with him, not only because I knew I could fit on board but because it was pouring with rain.' [72]

Wheelchair users on the whole feel that TfL recognises their needs and concerns. An example of this is the campaign to inform drivers, wheelchair users and other passengers on wheelchair priority area rules, and how wheelchair users need to travel on buses [73].

## Disabled People

### Car

While a considerably lower proportion of disabled Londoners have driven a car to get around London in the past year than non-disabled Londoners (30 per cent compared with 47 per cent), the proportion who have used a car as a passenger in the last year is very similar (85 per cent compared with 87 per cent) [12].

#### Frequency of car use (2013/14) [12]

| %                               | Car as driver       |                                  |                              | Car as passenger    |                                  |                              |
|---------------------------------|---------------------|----------------------------------|------------------------------|---------------------|----------------------------------|------------------------------|
|                                 | Disabled<br>(1,821) | Wheel-<br>chair<br>user<br>(317) | Non-<br>disabled<br>(13,879) | Disabled<br>(1,821) | Wheel-<br>chair<br>user<br>(317) | Non-<br>disabled<br>(13,879) |
| Base                            |                     |                                  |                              |                     |                                  |                              |
| 5 or more days a week           | 13                  | 10                               | 23                           | 8                   | 7                                | 10                           |
| 3 or 4 days a week              | 6                   | 5                                | 7                            | 11                  | 12                               | 9                            |
| 2 days a week                   | 4                   | 2                                | 7                            | 14                  | 17                               | 14                           |
| 1 day a week                    | 3                   | 1                                | 4                            | 15                  | 17                               | 15                           |
| At least once a fortnight       | 1                   | 0                                | 1                            | 7                   | 5                                | 7                            |
| At least once a month           | 1                   | 1                                | 2                            | 11                  | 11                               | 12                           |
| At least once a year            | 2                   | 2                                | 3                            | 20                  | 17                               | 20                           |
| Not used in last 12 months      | 18                  | 24                               | 8                            | 12                  | 10                               | 8                            |
| Never used                      | 52                  | 54                               | 44                           | 3                   | 3                                | 5                            |
| Net: Used in the last 12 months | 30                  | 22                               | 47                           | 85                  | 87                               | 87                           |

Note that LTDS data in this report excludes children aged under five.

Disabled Londoners aged 17 and over are less likely to hold any type of driving licence (including a provisional licence) than non-disabled Londoners (42 per cent disabled Londoners aged 17 or over compared with 74 per cent non-disabled Londoners aged 17 or over). A similar pattern is observed among both younger and older disabled Londoners when compared to non-disabled Londoners of the same ages [12].

Similarly, disabled Londoners are less likely to have household access to a car than non-disabled Londoners. Just over half (52 per cent) of disabled Londoners do not have household access to a car compared to 32 per cent of non-disabled Londoners [12].

#### Proportion of Londoners in a household with access to a car (2013/14) [12]

| %       | Disabled | Non-disabled |
|---------|----------|--------------|
| Base    | (1,821)  | (13,879)     |
| 0 cars  | 52       | 32           |
| 1 car   | 38       | 46           |
| 2+ cars | 10       | 21           |

Note that LTDS data in this report excludes children aged under five.

## Disabled People

Sixty-one per cent of Londoners who report their travel is limited because they are disabled consider it either impossible to use the Tube without help (25 per cent) or difficult but not impossible to use the Tube (36 per cent), while 28 per cent say it is not difficult to use the Tube and 10 per cent don't know or never use it [12].

Wheelchair users experience greater difficulties despite TfL's investment in making more stations accessible as part of our Tube upgrade programme. Fifty-eight per cent of wheelchair users say that it is impossible to use the Tube without help, and a further 21 per cent say that it is difficult but not impossible. Five per cent of wheelchair users use the Tube without difficulties, while 17 per cent don't know or never use the Tube [12].

An increasing number of Tube stations are accessible, including lifts, tactile platform edges and wide gates and we continue our work to increase accessibility across the network [68].

An example of our ongoing work in this area is the recent trial of blue lighting in the gap between the train and the platform at Baker Street. This lighting is designed to make the gap between the train and platform more noticeable, particularly for people with visual impairments. [97]

However, there are still many stations without full step-free access, and we have planned improvements for a number of these over the next few years. By the end of 2015/16 financial year, we expect almost a third of Tube stations to have either step-free access from the street to all platforms (72 stations) or to at least one platform (14 stations) [22].

Lifts open up many stations to a significant number of disabled people, which of course creates a reliance on lifts being in service. Malfunctioning lifts can have a significant impact on disabled people and where they are out of service there is a need for us to communicate this clearly [76].

Improvements have also been made to trains on several Underground lines, so that shortly 40 per cent of the Tube network will be served by trains with a high standard of accessibility [22]. The new S class rolling stock has recently been introduced, with all Circle line services using this stock from 10 February 2014 and approximately 50% of the District Line by early 2015 [76].

We are also planning the introduction of the Tube for London, most probably during the 2020s. The new Tube will have improved accessibility, including step-free access from the platform and more space for wheelchair users [76].

Our social media analysis shows that S class trains to have been well received by disabled people, with comments such as:

'If you have to be in a wheelchair one day... you'd be grateful for a train like this...' [76]

## Disabled People

We have developed a behavioural change model to look at Londoners' readiness to cycle or cycle more. According to this model, 73 per cent of disabled Londoners are in the 'pre-contemplation' phase, meaning that they have never thought about cycling (more) or have thought about it but decided not to (higher than non-disabled Londoners at 68 per cent) [17].

### Behaviour change model of non-cyclists (November 2014) [17]

| %   | Disabled | Non-disabled |
|---|----------|--------------|
| <b>Base (all non-cyclists)</b>  | (507)    | (1,646)      |
| <b>Pre-contemplation:</b>   | 73       | 68           |
| 'You have never thought about it, but would be unlikely to start in the future' |          |              |
| 'You have thought about it, but don't intend starting in the future'            |          |              |
| 'You have never thought about it, but could be open to it in the future'        |          |              |
| <b>Contemplation:</b>   | 7        | 11           |
| 'You are thinking about starting soon'  |          |              |
| <b>Preparation:</b>   | 2        | 3            |
| 'You have decided to start soon'  |          |              |
| <b>Change:</b>  | 2        | 2            |
| 'You have tried to start recently, but are finding it difficult'                |          |              |
| 'You have started recently and are finding it quite easy so far'                |          |              |
| <b>Sustained change:</b>  | 8        | 11           |
| 'You started a while ago and are still doing it occasionally'                   |          |              |
| 'You started a while ago and are still doing it regularly'                      |          |              |
| <b>Lapsed:</b>  | 8        | 6            |
| 'You had started doing this but couldn't stick to it'                           |          |              |

## Disabled People

### Dial-a-Ride

In 2014/15, the Dial-a-Ride scheme was used to make 1.3 million journeys, the highest level of usage recorded in its 30-year history [77]. Four per cent of disabled Londoners are members of Dial-a-Ride<sup>8</sup> [12].

Members tend to be older than the average disabled Londoner – 82 per cent of Dial-a-Ride members are 65 or over, compared to 41 per cent of all disabled Londoners. Thirty-seven per cent of Dial-a-Ride members are 80 to 89 years old, compared with eight per cent of all disabled Londoners, and 20 per cent of members are 90 years old or over compared with eight per cent of all disabled Londoners [30].

Dial-a-Ride (DaR) membership by age (2014) [2, 30]

| %        | All disabled Londoners<br>(Census) | DaR members<br>(41,451) |
|----------|------------------------------------|-------------------------|
| Under 19 | 7                                  | 1                       |
| 20-34    | 9                                  | 2                       |
| 35-49    | 19                                 | 5                       |
| 50-64    | 25                                 | 11                      |
| 65-79    | 25                                 | 25                      |
| 80-89    | 8                                  | 37                      |
| 90+      | 8                                  | 20                      |

Dial-a-Ride members are more likely to be women than the total population of disabled Londoners. Seventy-four per cent of Dial-a-Ride members are women compared to 56 per cent of all disabled Londoners [30, 12]. This is in part related to the age profile of users. However, evidence suggests that women Dial-a-Ride members are over represented in all age groups, except under 18 year olds [30].

Sixty-five per cent of Dial-a-Ride members are white Londoners and 35 per cent are BAME Londoners [30]. There are some differences by borough, with Brent, Harrow, Newham and Hackney having a higher proportion of BAME than white Londoners who are Dial-a-Ride members [30]. This may be related to the profile of people living in each borough.

Membership by inner and outer Londoners is broadly similar. Barnet, Enfield and Ealing have the highest number of Dial-a-Ride members [30].

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<sup>8</sup> Not all Dial-a-Ride customers necessarily consider themselves to be disabled.

## Disabled People

The proportion of disabled and non-disabled Londoners using black cabs in the last year is significantly different (25 per cent of disabled Londoners have used a black cab in the past year, compared with 35 per cent of non-disabled Londoners). Wheelchair users are more likely to use a black cab at least once a week than all disabled Londoners or non-disabled Londoners (nine per cent of wheelchair users) [12].

### Frequency of black cab use (2013/14) [12]

| %                                      | Disabled       | Wheelchair user | Non-disabled    |
|--|----------------|-----------------|-----------------|
| <b>Base</b>                            | <b>(1,821)</b> | <b>(317)</b>    | <b>(13,879)</b> |
| At least once a week                   | 4              | 9               | 5               |
| At least once a fortnight              | 3              | 3               | 3               |
| At least once a month                  | 3              | 3               | 6               |
| At least once a year                   | 16             | 17              | 21              |
| Not used in last 12 months             | 41             | 38              | 29              |
| Never used                             | 34             | 30              | 36              |
| <b>Net: Used in the last 12 months</b> | <b>25</b>      | <b>32</b>       | <b>35</b>       |

*\*Note that LTDS data excludes children aged under five.*

### Journey purpose

The purpose of weekday journeys made by public transport varies between disabled and non-disabled people. Forty-three per cent of weekday journeys made by disabled Londoners are for the purpose of shopping/personal business, compared with 23 per cent of journeys made by non-disabled Londoners. Thirty per cent of journeys made by disabled Londoners are for leisure (compared with 22 per cent for non-disabled Londoners). Journeys made by disabled Londoners are less likely than journeys made by non-disabled Londoners to be to a usual workplace (five per cent compared with 21 per cent) [12].

### Weekday journey purpose of trips (2013/14) [12]

| % of trips                           | Disabled       | Non-disabled    |
|--------------------------------------|----------------|-----------------|
| <b>Base – all trips by Londoners</b> | <b>(1,821)</b> | <b>(13,879)</b> |
| Shopping/personal business           | 43             | 23              |
| Leisure                              | 30             | 22              |
| Education                            | 10             | 19              |
| Usual workplace                      | 5              | 21              |
| Other work-related                   | 3              | 8               |
| Other                                | 9              | 6               |

*\*Note that LTDS data excludes children aged under five.*



## Disabled People

### Barriers

The majority of disabled Londoners (61 per cent) would travel more often than they currently do if they did not experience barriers such as access or cost constraints [65].

Additional journeys that would be made more often if there were no barriers would be for leisure and social activities, such as visiting friends and family (49 per cent), entertainment and exercise (41 per cent), social activities such as going to the pub or to a restaurant (40 per cent) and shopping (34 per cent) [65].

Our research evidence suggests that Londoners with mental health conditions, mobility impairments and long-term illnesses are the most likely to want to travel more often (76 per cent, 73 per cent and 73 per cent respectively would like to make more journeys if they did not face barriers) [65].

#### Barriers to greater public transport use

We have carried out several research programmes to investigate the barriers that are faced by Londoners when using public transport. Findings from each of these studies are in general agreement. However, it is worth noting that the issue of barriers is complex and that the specific questions that we ask Londoners in our research may have had an impact on the response provided. The impact of specific barriers may also be much more significant for some Londoners than others.

Many of the issues faced by disabled Londoners when travelling by public transport are common to both disabled and non-disabled Londoners, particularly overcrowded services, which is the barrier that is mentioned most frequently by both disabled and non-disabled Londoners [14].

## Disabled People

We have carried out additional research among disabled customers to identify specifically the barriers faced when using public transport in London. The main issues that we have identified from this study which impact upon the ability of disabled Londoners to make public transport journeys as often as they would like can be summarised as [65]:

- Accessibility-related (44 per cent)
- Cost (21 per cent)
- Comfort – incorporating issues such as overcrowding, unsuitable or unavailable seating (20 per cent)
- Availability and reliability (16 per cent)
- Attitudes or behaviour of other customers (seven per cent)
- Safety (six per cent)
- Communication issues and attitude or behaviour of staff (five per cent)
- Information (four per cent)

Although based upon a small number of interviews, it appears that visually impaired and hearing-impaired Londoners are more likely than other disabled Londoners to say that improvements to information would enable them to make more journeys (26 per cent and 33 per cent respectively – although note that the base size is relatively small) [65].

Many disabled Londoners find travelling by public transport stressful (45 per cent) [65] and there is evidence that while many of the issues are common between disabled and non-disabled Londoners, disabled Londoners are more likely to experience worry or anxiety when problems occur [66, 14].

Among disabled Londoners who work, 46 per cent agree that the transport network affects their ability to get to work. This could be improved if the disabled customer were able to get a seat (43 per cent), if the system were less crowded (38 per cent) and if it were more affordable (29 per cent) [65].

### Improvements

In 2014, 43 per cent of disabled people stated that 'travelling in London has become more accessible recently' [65]. There has also been recognition by many people on social media that improvements in the accessibility and information that was provided to disabled Londoners during the London 2012 Olympic and Paralympic Games has had a legacy effect [52].

'To its credit, in the last decade, TfL has put a lot of investment into improving the Underground and making it much more accessible...I feel that London hosting the 2012 Games focused energy into making London's transport infrastructure fit for a leading city. TfL's work, combined with my experiences at Trailblazers, pushed me into deciding to give the Underground a go.'

Muscular Dystrophy Campaign, Blog

## Disabled People

Disabled customers also report issues when travelling by bus due to buses not stopping or not being able to stop in a position for them to easily get off the bus [65].

Buses not stopping to let customers on or off is an issue that both disabled and non-disabled Londoners report through complaints. The impact upon disabled Londoners can be greater than for non-disabled customers however, and can cause anxiety and concern. There are many issues, including some that are specific to the type of barriers individual disabled Londoners face:

- Visually impaired customers may not see the bus coming, or may not realise that there is a line of buses and that their bus is not stationed at the bus stop. Visually impaired customers may also not know when to press the call bell to stop the bus
- Hearing impaired customers may not hear the bus arriving
- Physically impaired customers may not be able to move quickly enough down a line of buses
- Wheelchair users may not be able to access the wheelchair priority area due to use of other wheelchair users or customers with buggies/large luggage

Many disabled people and bus drivers report that the drivers 'try to do the right thing', but this remains an area for more effective bus driver training [84].

Physical accessibility is also an issue for disabled Londoners when making journeys by walking or when using mobility aids. Sixty-five per cent of disabled Londoners say that they face issues relating to the condition of pavements and 43 per cent obstacles on the pavement [65].

### Differences among disabled people

The experience that disabled people have and their cited barriers related to public transport vary. Barriers can be very specific and people have varied experiences and attitudes when it comes to travelling in London [78].

While every customer's individual situation makes a difference, we have found variations according to the broad type of impairment that people are living with. Londoners with a mental health condition tend to have the greatest latent demand for travel, as 76 per cent of this group say they would make more journeys if they did not experience barriers [65].

## Disabled People

Most users (85 per cent) are happy with the Mobility Aid Card and say that it has increased their confidence while using the bus (72 per cent) [81].

'By giving me the Mobility Aid Card I knew full well I was going to be okay and I had the proof by having the card.'

'It gets me out a bit further than I would normally get out because of my disability. I can travel a bit further.' [81]

### Disabled teenagers

Our research with disabled teenagers identified that many of their perceived barriers to greater public transport use are also experienced by disabled adults and the wider London population [87]. However, using public transport is seen as part of teenage life and therefore it is both practically and symbolically significant to younger disabled Londoners. It is thought that personality, in many cases, more so than impairments, is important in determining attitudes and behaviour towards public transport use among disabled teenagers [82].

As part of this research, many of the disabled teenagers acknowledged that some solutions to increase transport accessibility are harder to implement than others (such as ensuring that the Tube is 100 per cent accessible). Solutions that we believe to be more achievable include staff training to ensure that staff acknowledge (and enforce) policies, promotion of travel planning services and ensuring that information on accessibility is kept up-to-date [82].

### Safety and security

We use a typology of worry to monitor the perceptions of Londoners with regard to their personal security while using public transport in London. The typology classifies people into:

- Unworried – reports no general worry and no episodes of recent worry
- Unexpressed fear – reports no general worry, but specific recent episodes
- Anxious – reports general worry, but no specific recent episodes
- Worried – reports general worry, and specific recent episodes
- Don't know

The majority of Londoners fall into the 'unworried' category, which means that they are generally unworried about their personal security in London, and have experienced no incidents that made them feel worried in the last three months. A lower proportion of disabled Londoners are considered 'unworried' than non-disabled Londoners (68 per cent compared with 76 per cent) [14].

## Disabled People

Crime and antisocial behaviour concerns affect the frequency of travel during the day 'a lot/a little' for disabled and non-disabled Londoners. During the daytime this is more the case for disabled Londoners than non-disabled Londoners (23 per cent disabled Londoners using the bus during the day compared with 17 per cent for non-disabled Londoners). However, concern among these two groups becomes similar when travelling at night (40 per cent compared with 43 per cent for non-disabled Londoners travelling by bus at night) [14].

Proportion of Londoners for whom concerns over crime/antisocial behaviour affect the frequency of their public transport use 'a lot/a little' (Jan/ Apr/ Jul/ Oct 2014) [14]

| %   | All            | Disabled     | Non-disabled   |
|---|----------------|--------------|----------------|
| <b>Base</b>                               | <b>(4,005)</b> | <b>(570)</b> | <b>(3,385)</b> |
| <b>Overall: During the day/after dark</b> |                |              |                |
| Underground/buses/National Rail           | 53             | 51           | 53             |
| <b>During the day:</b>                    |                |              |                |
| Underground/buses/National Rail           | 23             | 31           | 22             |
| Underground                               | 16             | 22           | 15             |
| Buses                                     | 17             | 23           | 17             |
| National Rail                             | 11             | 15           | 11             |
| <b>After dark:</b>                        |                |              |                |
| Underground/buses/National Rail           | 48             | 44           | 49             |
| Underground                               | 37             | 32           | 37             |
| Buses                                     | 42             | 40           | 43             |
| National Rail                             | 29             | 27           | 30             |

## Disabled People

Overall satisfaction with transport types (2014/15) [16]

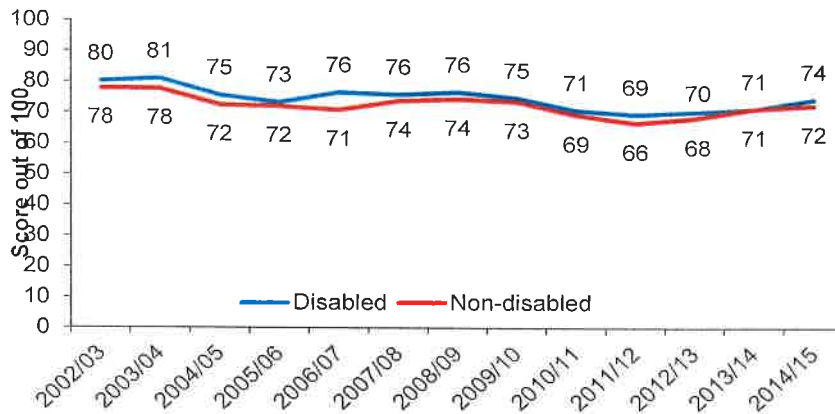
| Satisfaction score (0-100)     | All transport users | Disabled transport users | Non-disabled transport users |
|--------------------------------|---------------------|--------------------------|------------------------------|
| <b>Bus services:</b>           |                     |                          |                              |
| Base                           | (14,155)            | (1,319)                  | (12,574)                     |
| Satisfaction score             | 85                  | 85                       | 85                           |
| <b>Bus stations:</b>           |                     |                          |                              |
| Base                           | (3,626)             | (164)                    | (2,801)                      |
| Satisfaction score             | 78                  | 84                       | 79                           |
| <b>Underground:</b>            |                     |                          |                              |
| Base                           | (17,634)            | (726)                    | (16,813)                     |
| Satisfaction score             | 84                  | 84                       | 84                           |
| <b>Dial-a-Ride:</b>            |                     |                          |                              |
| Base                           | n/a                 | (2,572)                  | n/a                          |
| Satisfaction score             | n/a                 | 92                       | n/a                          |
| <b>DLR:</b>                    |                     |                          |                              |
| Base                           | (13,398)            | (258)                    | (12,532)                     |
| Satisfaction score             | 89                  | 89                       | 89                           |
| <b>Overground:</b>             |                     |                          |                              |
| Base                           | (5,397)             | (81)                     | (4,981)                      |
| Satisfaction score             | 83                  | 84                       | 83                           |
| <b>Trams:</b>                  |                     |                          |                              |
| Base                           | (4,329)             | (361)                    | (3,967)                      |
| Satisfaction score             | 89                  | 91                       | 89                           |
| <b>Black cabs/taxi:</b>        |                     |                          |                              |
| Base                           | (569)               | (63)                     | (501)                        |
| Satisfaction score             | 83                  | 77                       | 85                           |
| <b>Private hire vehicle:</b>   |                     |                          |                              |
| Base                           | (439)               | (71)                     | (355)                        |
| Satisfaction score             | 80                  | 84                       | 80                           |
| <b>Woolwich Ferry:</b>         |                     |                          |                              |
| Base                           | (1,056)             | (63)                     | (993)                        |
| Satisfaction score             | 79                  | 82                       | 79                           |
| <b>Victoria Coach Station:</b> |                     |                          |                              |
| Base                           | (1,204)             | (79)                     | (1,125)                      |
| Satisfaction score             | 82                  | 86                       | 81                           |

*Satisfaction not shown for London River Services and Night buses due to small base sizes.*

## Disabled People

As with other types of transport, satisfaction with value for money is lower among both disabled and non-disabled customers than satisfaction with other aspects of bus travel (74 out of 100 for disabled Londoners compared with 72 out of 100 for non-disabled Londoners), compared with over 80 out of 100 for many other aspects. [16].

Satisfaction with value for money with buses over time [16]



### Drivers of satisfaction

From our key driver analysis we have found that the drivers of satisfaction with buses among disabled customers are somewhat different to those for non-disabled customers, with the level of crowding playing a more important role among disabled bus users than non-disabled customers [16].

Satisfaction among bus users is driven by:

Drivers of satisfaction for bus users [16]

#### Disabled customers

Ease of making journey

Level of crowding on bus

Journey time

Time waited to catch bus

Availability of seats on bus

#### Non-disabled customers

Journey time

Ease of making journey

Comfort inside the bus

Time waited to catch bus

Satisfaction with info on delays at stop

## Disabled People

### Tube accessibility mystery travellers

We carry out mystery traveller accessibility assessments on the Tube. Our research from Q3 2014/15 found that almost all (96 per cent) of assessments resulted in no issues with anything blocking the mystery travellers' way or impeding them at the entrance or the exit of a Tube station. Small proportions reported an escalator not working (six per cent). No lifts were found to be out-of-use during the quarter's assessments [83].

This research also measures the availability and support of staff at stations. Thirty-four per cent of physically or visually impaired assessors were approached and offered assistance in the ticket hall area by a member of staff and 87 per cent of the assessments found staff politeness to be excellent or good and 82 per cent, helpful at the same standard [83].



## Disabled People

### Docklands Light Railway (DLR)

Disabled DLR users are very satisfied with the service overall, giving a mean score of 89 out of 100, which is the same as the satisfaction level seen for non-disabled users (89 out of 100) [16].

#### Overall satisfaction with DLR over time – all customers [16]

| Satisfaction score<br>(0-100) | All             | Disabled     | Non-<br>disabled |
|-------------------------------|-----------------|--------------|------------------|
| <b>Base 2014/15</b>           | <b>(13,398)</b> | <b>(258)</b> | <b>(12,532)</b>  |
| 2009/10                       | 81              | 83           | 81               |
| 2010/11                       | 81              | 85           | 81               |
| 2011/12                       | 82              | 84           | 83               |
| 2012/13                       | 87              | 87           | 87               |
| 2013/14                       | 87              | 90           | 87               |
| 2014/15                       | 89              | 89           | 89               |

Satisfaction with value for money is higher among disabled users than non-disabled users (81 and 77 out of 100 respectively). However, it is generally lower than overall satisfaction, as with all types of transport [16].

#### Satisfaction with value for money with DLR over time – all customers [16]

| Satisfaction score<br>(0-100) | All             | Disabled     | Non-<br>disabled |
|-------------------------------|-----------------|--------------|------------------|
| <b>Base 2014/15</b>           | <b>(12,839)</b> | <b>(254)</b> | <b>(12,327)</b>  |
| 2011/12                       | 72              | 78           | 72               |
| 2012/13                       | 74              | 82           | 74               |
| 2013/14                       | 75              | 85           | 75               |
| 2014/15                       | 77              | 81           | 77               |

### Drivers of satisfaction

Satisfaction among disabled users of the DLR is driven by a number of factors such as feeling valued as a customer, journey length and ease of making a journey. Comfort inside the train is a bigger factor for non-disabled customers [16].

#### Drivers of satisfaction for DLR users [16]

| Disabled   | Non-disabled                |
|--|-----------------------------|
| Feel valued as a customer                            | Ease of making your journey |
| Journey length                                       | Comfort inside the train    |
| Ease of making your journey                          | Reliability of trains       |
| Reliability of trains                                | Journey length              |
| Cleanliness and freedom from litter inside the train | Feel valued as a customer   |

## Disabled People

### Trams

Overall satisfaction with trams is high among both disabled customers (91 out of 100) and non-disabled customers (89 out of 100) [16].

Overall satisfaction with trams over time – all customers [16]

| Satisfaction score<br>(0-100) | All            | Disabled     | Non-<br>disabled |
|-------------------------------|----------------|--------------|------------------|
| <b>Base 2014/15</b>           | <b>(4,329)</b> | <b>(361)</b> | <b>(3,697)</b>   |
| 2009/10                       | 86             | 89           | 86               |
| 2010/11                       | 85             | 88           | 85               |
| 2011/12                       | 86             | 90           | 85               |
| 2012/13                       | 89             | 92           | 89               |
| 2013/14                       | 89             | 90           | 89               |
| 2014/15                       | 89             | 91           | 89               |

Overall satisfaction with value for money on the tram network is quite good (78 out of 100). There are no differences in the satisfaction with value for money scores given by disabled and non-disabled customers [16].

Satisfaction with value for money with trams over time – all customers [16]

| Satisfaction score<br>(0-100) | All            | Disabled    | Non-<br>disabled |
|-------------------------------|----------------|-------------|------------------|
| <b>Base 2014/15</b>           | <b>(2,824)</b> | <b>(84)</b> | <b>(2,649)</b>   |
| 2011/12                       | 73             | *           | 73               |
| 2012/13                       | 77             | 79          | 77               |
| 2013/14                       | 78             | 81          | 78               |
| 2014/15                       | 78             | 78          | 78               |

\* Denotes small base size (percentages not shown in this report for base sizes of less than 50).

## Disabled People

### Transport for London Road Network (TRLN)

Satisfaction with the general impression of the TLRN is reasonable to fairly good. Disabled customers give a score of 67 out of 100 for walking and driving, 70 out of 100 for travelling by bus and 71 for cycling on the TLRN [16].

#### Overall satisfaction – general impression of red routes over time [16]

| Satisfaction score (0-100) | All     | Disabled | Non-disabled |
|----------------------------|---------|----------|--------------|
| <b>Walking</b>             |         |          |              |
| Base 2014-15               | (1,254) | (197)    | (1,037)      |
| 2013/14                    | 70      | 70       | 70           |
| 2014/15                    | 68      | 67       | 68           |
| <b>Travelling by bus</b>   |         |          |              |
| Base 2014-15               | (4,620) | (795)    | (3,744)      |
| 2013/14                    | 69      | 70       | 69           |
| 2014/15                    | 71      | 70       | 71           |
| <b>Driving</b>             |         |          |              |
| Base 2014-15               | (3,605) | (553)    | (3,005)      |
| 2013/14                    | 67      | 70       | 67           |
| 2014/15                    | 67      | 67       | 67           |
| <b>Cycling</b>             |         |          |              |
| Base 2014-15               | (1,838) | (239)    | (1,575)      |
| 2013/14                    | 69      | *        | 69           |
| 2014/15                    | 70      | 71       | 70           |

\* Denotes small base size (data not shown in this report for base sizes of less than 50).

## Disabled People

### Access to the internet

Most information provided by TfL, including accessibility-related information, is available online, often in addition to various offline sources.

A significantly lower proportion of disabled Londoners access the internet compared with non-disabled Londoners (76 per cent compared with 93 per cent). This is due primarily to the older age profile of disabled Londoners. However, even accounting for this there are significant differences:

- Internet access among disabled people aged under 65 is 90 per cent compared with 97 per cent for non-disabled Londoners of the same age
- Fifty-three per cent of disabled Londoners aged 65 and over access the internet compared with 67 per cent of non-disabled Londoners of the same age

Disabled Londoners who access the internet use fewer online facilities than non-disabled internet users – with the exception of ‘playing games’ which is on a par for disabled and non-disabled Londoners (both 36%). All aspects of internet use covered in the research are less commonly used by disabled internet users than non-disabled users. As with internet access, this is likely to be related to the older age profile of disabled people, as older people tend to access fewer online facilities.

#### Access to the internet (Apr/ Oct 2014) [15]

| %                           | All            | Disabled     | Non-disabled   | Disabled 16-64 | Non-disabled 16-64 | Disabled 65+ | Non-disabled 65+ |
|-----------------------------|----------------|--------------|----------------|----------------|--------------------|--------------|------------------|
| <b>Base</b>                 | <b>(2,001)</b> | <b>(268)</b> | <b>(1,688)</b> | <b>(115)</b>   | <b>(1,209)</b>     | <b>(153)</b> | <b>(479)</b>     |
| <b>Any access</b>           | 92             | 76           | 93             | 90             | 97                 | 53           | 67               |
| <b>Access at home</b>       | 89             | 75           | 91             | 89             | 94                 | 51           | 66               |
| <b>Access at work</b>       | 56             | 14           | 60             | 22             | 67                 | 2            | 7                |
| <b>Access ‘on the move’</b> | 61             | 23           | 65             | 31             | 71                 | 10           | 16               |
| <b>None</b>                 | 8              | 24           | 7              | 10             | 3                  | 47           | 33               |

### Device usage and behaviour

Disabled Londoners are significantly less likely than non-disabled Londoners to have a smartphone (44 per cent compared with 80 per cent), a pattern which is seen across age groups. Disabled mobile users are also considerably less likely to access the internet on their mobile device (42 per cent compared with 81 per cent) [15].

## Disabled People

### Preference towards using apps or websites (Apr/ Oct 2014) [15]

| %  | Disabled    | Non-disabled |
|--|-------------|--------------|
| <b>Base (all who download apps)</b>                            | <b>(61)</b> | <b>(894)</b> |
| Always prefer to use apps                                      | 51          | 46           |
| Sometimes prefer to use apps, sometimes prefer to use websites | 22          | 34           |
| Always prefer to use websites                                  | 26          | 20           |

Although small sample sizes don't allow robust comparison, it appears that among those who use both websites and apps, disabled Londoners are more likely to have a preference for one or the other than non-disabled Londoners [15].

### Use of the TfL website

The TfL website contains a wealth of information that answers many of the needs that disabled customers raised during our qualitative research. Disabled customers who use the TfL site tend to agree that it is 'best in class' and that it contains most of the information that they need. The key barrier that TfL faces to ensure that we get our information to people who need it is that disabled customers are not always using the site or are not currently using it in an optimised way [66].

Among all disabled Londoners, 54 per cent make use of the TfL website. This compares to 81 per cent of non-disabled Londoners [15].

Disabled Londoners are less likely to visit the TfL website at least three to four times a week than non-disabled users (13 per cent compared with 33 per cent) [15].

### Proportion of Londoners who visit [www.tfl.gov.uk](http://www.tfl.gov.uk) (Apr/ Oct 2014) [15]

| %                       | All            | Disabled     | Non-disabled   |
|-------------------------|----------------|--------------|----------------|
| <b>Base</b>             | <b>(2,001)</b> | <b>(268)</b> | <b>(1,688)</b> |
| Daily                   | 9              | 3            | 11             |
| Up to 3-4 times a week  | 21             | 10           | 22             |
| Up to 3-4 times a month | 20             | 12           | 21             |
| About once a month      | 17             | 12           | 17             |
| Less than once a month  | 11             | 18           | 11             |
| Never                   | 20             | 43           | 17             |
| Don't know/ refused     | 2              | 3            | 2              |

## Disabled People

A small-scale survey of @TfLaccess users asked what improvements would be welcomed. Responses show how users like to engage with the feed and are seeking greater content:

'Tweets about out of service lifts are great and very important. Especially where they are the only one to a line'

'Images demonstrating what is being discussed'

'Take simple complaints and follow up'

'Timely info'

'More tweets just discovered feed and looking forward to more content'

'Pics'

'At least you are human - and you get a response (unlike @TFLofficial). but you could be even MORE human. Be more chatty' [91]

### Paper-based maps and timetables

Maps and timetables are widely used by disabled customers, referring to them both at home and on the journey. The 'disabled sign' is used as a quick reference to whether the station will be accessible [66]. There is evidence that disabled customers have a higher reliance on paper-based sources than non-disabled customers. However, this may be due to the higher proportion of disabled customers who are older than among non-disabled customers [48].

Many disabled customers consider paper maps and timetables to be easy to use, read and understand and offer reassurance while on the journey, especially in the case of a disruption. They also provide customers with time to digest the information in a tangible way [66].

We discussed a number of paper-based information sources with disabled Londoners. Reflecting other research and wider findings, disabled Londoners were generally very positive about each of the resources shown to them. However, awareness that the information was provided in this format was often very low.

- Tube map with accessibility icons – found to be very useful and to provide instant accessibility information at a glance. There was, however, some confusion about exactly what the accessibility icons mean, particularly the icon referring to step-free access from street to platform; some customers were unsure whether they could actually board the train at these stations
- Toilet guide – felt to be very useful as several customers pre-plan journeys around toilet availability
- Getting Around London, A4-sized accessibility guide – liked as a reference document for the home; some did feel this provided too much information to digest when travelling
- Enlarged Tube map – felt to be clear to read and understand

## Disabled People

### Step-free Tube guide

The standard Tube map contains information on whether a station has step-free access from street to train, or street to platform. This is generally well received and commonly referred to by disabled Londoners [66].

A key piece of information that we have provided to help people - particularly wheelchair users - to navigate the Underground network is the Step-free Tube guide. This guide provides much more detail on the accessibility of specific stations. Disabled customers whom we asked about the guide felt it to be useful, once they understand it [66]. Among disabled Londoners who use the Tube and who were shown an image of the step-free Tube map, 55 per cent were aware of the guide and 36 per cent said that they had used it [48].

The Step-free Tube guide provides a large amount of information about the detailed accessibility parameters of Underground stations. Once people had studied the guide, they said that they felt it was highly useful and the information empowering. The guide actually encouraged some disabled customers to consider using the network more and with greater confidence and reassurance. However, initially the guide can be seen as overwhelming due to the amount of information it contains [66].

### Signage

We have developed a new signage strategy based on the principles that we used during the 2012 Games [22].

We have carried out research among passengers with reduced mobility (which includes disabled people as well as people encumbered by luggage or using pushchairs). The results identified that customers found it difficult to understand complex signs that are constructed entirely of symbols, and that text is needed to clarify the meaning in some cases. Designers need to include sufficient information to make a sign useful, without providing so much information that it becomes confusing.

For example, the sign on the left below was clearly understood to indicate the direction of the lifts, but did not communicate to customers which parts of the station could be accessed by using the lifts. On the other hand, the sign on the right was confusing to many due to its complexity, and in some cases it raised more questions; for example, many concluded (incorrectly) that the Victoria line was not accessible by using the lifts.



## Disabled People

Customer satisfaction data provides a score of 84 out of 100 for interior bus information among disabled customers, compared with 85 out of 100 given by non-disabled customers [16].

For passengers with partial or full hearing loss, bus travel is often the preferred way to travel as it provides access to the driver and the iBus display [73]. Hearing-impaired customers also report making full use of the ability to see where they are through the windows and this is cited as another reason to prefer the bus over other types of transport [66].

### Pedestrian Countdown

Pedestrian Countdown has been introduced at pedestrian crossings to show the time counting down after the 'green for pedestrians' phase ends and before the 'green for vehicles' phase begins. Shortly after the introduction of pedestrian crossing countdowns, 50 per cent of disabled Londoners reported seeing it around the Capital and 40 per cent of disabled Londoners had used it; almost everyone who had used the system found it useful [48].

New technology is now being tested which will further aid Londoners when using pedestrian crossings. The technology will adjust the light phasing when a lot of people are waiting to cross, thus allowing greater time for pedestrians to cross at busy times.

### Disruptions

Information is particularly important to customers in the event of a disruption. While many disabled Londoners are confident travellers, many also recognise that the impact of disruptions can be greater for them, and they have a concern that they could easily get stuck [87].

Disabled customers have concerns about disruptions. These concerns are also experienced by non-disabled customers; however, disruptions can be more impactful for disabled customers because they can face greater difficulties overcoming their effects. Disabled customers report that they can experience anxiety during disruptions and that access to reliable, live information is key to minimising this [66].

Disabled customers want to know:

- How long the disruption will last
  - Some disabled customers say they would prefer to stay with their original plan if the disruption is not likely to last too long, so this information can help them decide whether it is absolutely necessary to change their travel plan
  - This information is also needed to control anxiety for some customers and maintain a sense of control during the journey



### Accessibility information case study

The public transport information needs of disabled Londoners are served through a variety of online and offline resources. TfL has a wealth of information and data available which we can present to disabled customers to assist their journey planning and ongoing system experience.

Our current information sources, such as the Step-free Tube guide, provide customers with a lot of data, and we have been developed them over time to meet the infrastructure changes made to the system and evolving needs of customers.

Following the 2012 Games, during which TfL was highly commended for our information provision to customers, particularly disabled customers, we commissioned a large-scale qualitative research programme to understand:

- What disabled customers want to know when making a familiar or unfamiliar journey
- How disabled customers would like to receive this information
- Where disabled customers expect to find this information

Factors found to impact on our customers' need for information included:

- An individual's attitude towards planning a journey can sometimes play a more important role than the barrier that a customer is living with. Disabled people who experience greater accessibility barriers but have a 'planner' attitude may find getting around London using TfL easier than a 'non-planner' who experiences fewer barriers
- The longer a customer has been disabled the more likely they are to have developed their knowledge and strategies for using TfL most effectively, and they tend therefore to seek less information from TfL
- Age can also play a role in the level of information required. Sometimes older customers can become less confident about using TfL services and can require information as a result. A similar pattern exists with non-disabled older Londoners
- It is important to note that not all disabled customers feel that they have specific information needs above and beyond other customers due to the barriers they face

## Disabled People

Four key findings were identified from the research:

- Currently TfL provides comprehensive information for disabled customers, however, many are not fully aware of the range of sources that we provide
- We have developed our website to include greater signposting towards accessible information resources. We have also started a work stream to maximise communications through partner organisations and third parties  
'I just didn't know all this information was out there. I am so pleased TfL does things like toilet and step-free guides, but TfL needs to get it out there.' (Mobility-impaired customer)
- Although material is comprehensive, there are a number of specific perceived information gaps. We have reviewed the perceived gaps identified by our research and made a number of changes and additions to our suite of accessibility information as a result, for example new improved accessibility pages on the TfL website
- The way that information is delivered is very important and multiple methods are needed to reach a wide audience
- Our staff are heavily relied upon by disabled customers, and so helping staff to better assist and provide information to disabled customers through improved access to information is crucial

### Ongoing research

#### Priority seating on transport:

Customers and stakeholders have sent feedback to TfL about using priority seating on transport, and in response we are trying to better understand the journeys made by people who are pregnant, have a disability- especially an unseen one - or who are older and who are less able to stand.

Our objectives for this research are to understand any barriers that may prevent these groups of people from using the transport network, the importance of getting a seat on transport and today's use of priority seating areas. We will explore possible solutions to help customers with a disability travel more comfortably, such as changes in messaging, signage and use of badges. We will also try to uncover any potential problems with each solution that may emerge in the customer environment.

We are conducting sixteen accompanied interviews with people who require a seat when travelling, covering visible and hidden conditions, and temporary and permanent conditions. In addition we have carried out research from a staff perspective, covering bus and Tube transport employees. We are also completing a quantitative piece of research that will help to quantify and contextualise these qualitative findings.

We are aiming for the results of this research to be made available by the end of the 2015.

#### Experience of London Minicabs among Assistance Dog Users

## Disabled People

- Ninety-two per cent of assistance dog users have experienced an issue when making a minicab booking or journey. The majority of these (82 per cent) made a complaint. However, six users reported that they had not complained: three did not know where to make a complaint, two did not have time to make a complaint and one was concerned over the confidentiality of making a complaint [75]

Following the customer feedback received and the findings from this research, we are developing a campaign to inform the industry (operators and drivers) of their obligations to assistance dog users and that they could have legal action taken against them if they don't accept assistance dogs. We are also considering developing communications to assistance dog users to inform them of how TfL can help (for example, with a complaint process).

### Working together

The Valuing People group was first established in February 2007, linking TfL with the Government's Valuing People Now programme for people with learning disabilities in the London region, and has been funded by TfL since April 2011.

The group has a high level of membership from people with a wide range of learning disabilities and meets regularly with representation from 18-20 of London's boroughs.

The network meets three times a year, with additional events and projects where members and supporters of self-advocacy groups for people with learning disabilities can talk directly with our managers about the transport services that they use as independent travellers, and the types of support they need. It is also an opportunity for us to have ongoing conversations with advocates from boroughs on a variety of issues raised by members and TfL.

To date the group has been involved in discussions on a number of issues, including:

- Travelling on the buses and the Tube, and the training that staff who work for the bus operating companies and London Underground receive
- Barriers to travel and transport for people, including a range of information issues
- How to feel safe when travelling on the network; working with Safer Transport Teams
- Design and use of travel support cards for people who may need extra help when travelling on the network
- Discussions on how well the Taxicard scheme and Dial-a-Ride services are working for people with learning disabilities
- Travel mentoring scheme
- Consultation on TfL's Single Equality Scheme
- Introduction of cashless buses
- London Underground's Fit for the Future programme

**Richard Massett's  
First Witness Statement  
Statement made on  
22 September 2017**

**IN THE MATTER OF:**

**THE PLANNING ENQUIRY  
THE CAMDEN (TORRINGTON PLACE TO TAVISTOCK SQUARE)  
(PRESCRIBED ROUTES, WAITING AND LOADING RESTRICTIONS  
AND LOADING PLACES)  
TRAFFIC ORDER (2017) ROAD TRAFFIC REGULATION ACT**

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**EXHIBIT**

---

Exhibit RM2 to Witness Statement of Richard Massett.

**Richard Massett's  
First Witness Statement  
Statement made on  
22 September 2017**

**IN THE MATTER OF:**

**THE PLANNING ENQUIRY  
THE CAMDEN (TORRINGTON PLACE TO TAVISTOCK SQUARE)  
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AND LOADING PLACES)  
TRAFFIC ORDER (2017) ROAD TRAFFIC REGULATION ACT**

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**EXHIBIT**

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Exhibit RM3 to Witness Statement of Richard Massett.

RM3



**London Councils**

**Taxicard Usage Review**

**Final Report  
v1.0**

**January 2016**

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### Acknowledgements

We would like to record our appreciation and thanks to all those who contributed towards this review, in particular those Taxicard members who gave their time to take part in the survey and those who agreed to act as case studies.

## Executive Summary

### Background

- a) Taxicard is a London-wide door-to-door licensed taxi and private hire vehicle service for those with long-term mobility problems, or severe sight impairment, as well as having difficulty in using mainstream public transport. The scheme user makes a contribution towards each trip and the Borough subsidises the remainder of the journey up to a specified cap. The scheme has approximately 80,000 members who, in 2014/15, took around 1.25m trips.
- b) Following changes to the funding model in 2010/11, there has been a year-on-year decrease in the number of trips being taken, to the point where the volume of trips in 2014/15 was one-third less than that taken in 2010/11.
- c) The London Assembly Transport Committee published a report *Improving door-to-door transport in London: Next Steps*. The report recommended:

*TfL and London Councils should investigate why Taxicard usage is falling and why expenditure is significantly below budget. Any underspend from 2014/15 should be reinvested in measures designed to ensure Taxicard reaches all users who need the service.*

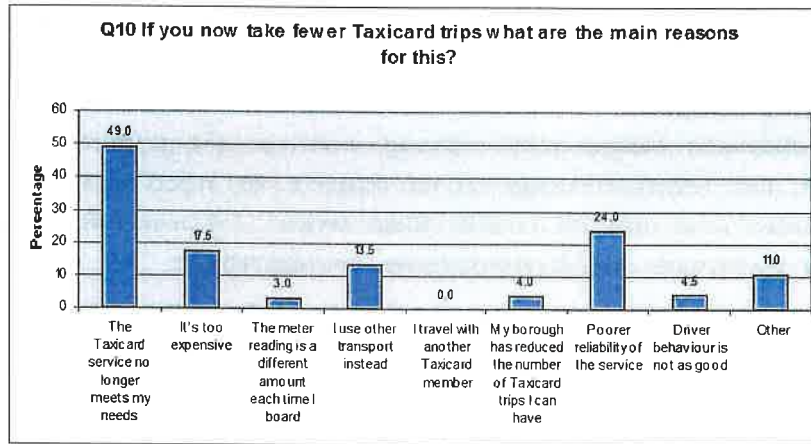
- d) London Councils appointed eo consulting to undertake this research, with the following objectives:
  - Identify the reasons for the continuing year on year decrease in the number Taxicard trips taken and assess whether there are any appropriate measures that need to be taken based on the results.
  - Examine customer expectations: What do members expect from the scheme and what is most important to them.
  - Examine members' overall Door to Door transport needs.

### Member survey

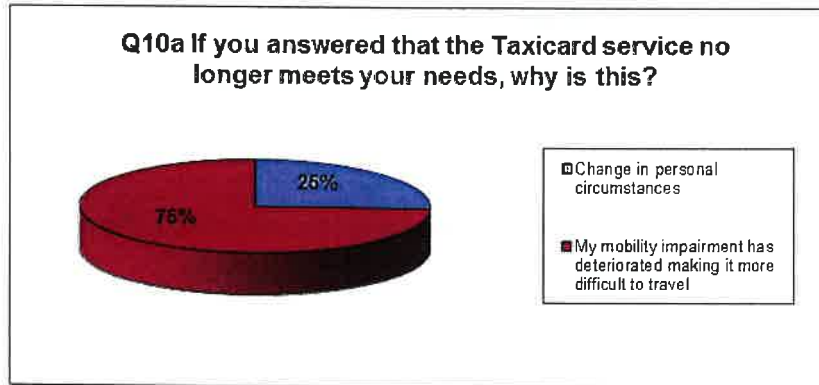
- e) The core of this research has been a telephone survey of a representative sample of Taxicard members. 389 member surveys were completed in a 6-week period during Aug-Sept 2015.
- f) The responses did not highlight any one reason for the decline; more a mix of reasons, part personal to the member and part relating to current operational arrangements.
- g) Key findings from the survey are shown below.
  - 28% do not use any other concessionary travel scheme, approximately 20% use Dial-a-Ride and 22% the Blue Badge scheme. 44% used either an Older Person's or Disabled Person's Freedom Pass.



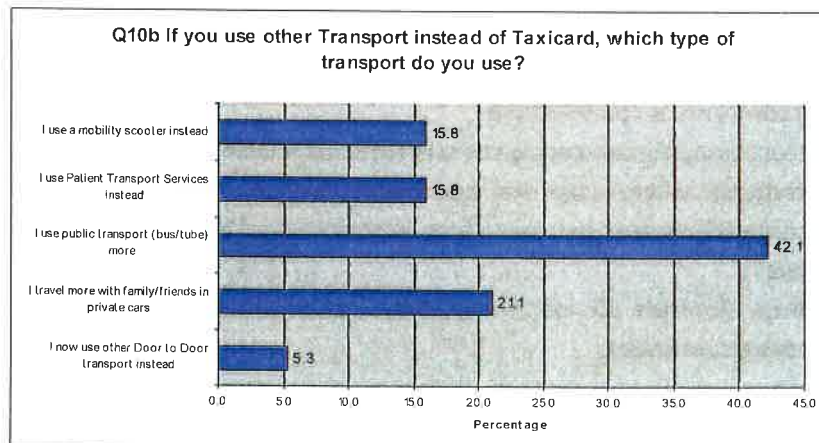
- In terms of using the scheme less, 49% responded that Taxicard no longer met their needs, 24% stated poor reliability and 18% stated it is now too expensive. 14% now use other transport instead.



- It is important to note that the 49% who stated that Taxicard no longer met their needs advised that this was not due to any particular issue with the Taxicard scheme itself, rather being due to personal issues. In Q10a, 75% of the 49% stated that the scheme no longer met their needs due to a deterioration in their mobility impairment or physical well-being, making it more difficult for them to travel generally, and the remaining 25% because of a change in personal circumstances.



- Nearly half of the 14% who now use other transport instead use public transport more, 21% travel more with family or friends, 16% use a mobility scooter, 16% use Non Emergency Patient Transport Services (NEPTS) and 5% use 'other' door-to-door services.



- iv. There has been a noted shift by users to mainstream public transport
  - v. Concerns over the purpose of the service for health-related trips
  - vi. Double swiping having a significant impact on costs
- j) Issues identified at the Mobility Forum attended were reliability, punctuality, cost and having enough trips available each year. Forum ideas for improvement included:
- Assured booking process
  - Efficient journeys with consideration of the impacts on the charge due to congestion
  - A range of PHV improvements
  - The need for availability/waiting time solutions
  - Cheaper journey options
- k) Transport for All (TfA) highlighted the following issues:
- Lack of affordability
  - Chargeable waiting time
  - Variability in trip entitlement and eligibility criteria between Boroughs
  - The requirement to secure electric wheelchairs as a condition of using Taxicard
- TfA suggested a number of measures:
- Protection of the scheme and its funding in the face of increasing taxi fares
  - Reinstatement of the historic subsidy and removal of double swiping restrictions
  - Active promotion of the scheme
  - New approaches to enable the scheme to evolve but be made affordable
- l) Transport for London's (TfL) *'Roadmap for Future Provision'* proposes greater integration, aligned to the recommendations of the London Assembly. With regards to Taxicard, this includes working towards:
- A single consistent set of eligibility criteria
  - Single application, booking, customer complaints and feedback processes
  - Wider integration with other social needs transport
  - Development of a driver training qualification for private hire providers
- m) CityFleet expressed the view that the decrease in trips could potentially be attributed to:
- Funding cuts
  - Rising costs
  - Usage inflexibility
  - Service issues
  - Changes in personal circumstances
- Analysis**
- n) Detailed analysis has been carried out in support of the survey findings, on the following topics:
- Membership and demographics
  - Promotion and publicity
  - Trip volumes, trip costs, double swiping, fixed price journeys

- u) A significant proportion of trips are for hospital and GP appointments, for which the scheme was never designed. High volume users, and the majority of those requesting additional trips, are making regular trips for health appointments. There is a muddled approach, with members having a confused understanding. There needs to be greater clarity and consistency over this, linked to the wider review of door-to-door services in London. If curtailed, it would enable additional social/leisure trips to be taken without the need to identify additional funding.
- v) Subject to the above, measures to address the decline in trips will lead to increased costs. Given current broader financial pressures, most Boroughs are managing the scheme to be sustainable within existing funding and, in our view, it is unlikely that 'new' Borough funding would be found to meet these costs. We would recommend that the basic funding structure and methodology needs to be reviewed so that the scheme is sustainable over the longer term. There is little to be gained from putting in place a range of service improvements to address the decline in trips, if funding constraints lead to restrictions being imposed. On the basis that the case for reversing the decline in trips is agreed and the strategic and funding issues addressed, then there are a number of operational measures that will ensure the scheme better meets members' needs.
- w) No single issue has led to the decline in Taxicard trips. No one measure on its own will reverse this trend, a 'package' of service improvements being recommended, including those recommended by TfA. We also endorse those elements of the TfL Social Needs Transport Roadmap relating to integration, greater consistency and the proposal to improve PHV driver training.
- x) Introduction of these measures will deliver significant user benefits and improve service quality and reliability, but it must be acknowledged that there will be a range of impacts on Boroughs. There will be a need to undertake an impact assessment, particularly from a financial perspective, before some elements are introduced.
- y) The recommended package of measures is as summarised below:

| <b>Strategic</b>           |                |   |
|----------------------------|----------------|---|
| 1                          | Core strategy  | <ul style="list-style-type: none"> <li>Develop Taxicard's role within the wider door-to-door transport strategy, including clarity and consistency over use for health-related trips.</li> </ul>  |
| 2                          | Scheme funding | <ul style="list-style-type: none"> <li>Review the funding structure and methodology so that the scheme is sustainable over the longer term.</li> </ul>  |
| 3                          | Scheme users   | <ul style="list-style-type: none"> <li>Research new member use/non-use of the scheme.</li> </ul>  |
| <b>Service integration</b> |                |   |
| 4                          | User interface | <ul style="list-style-type: none"> <li>Develop common eligibility criteria, application process, booking and complaints process, as set out in the TfL Social Needs Transport Roadmap, with complainants advised of the outcome.</li> </ul> |

## 1. Background

- 1.1 Taxicard is a London-wide door-to-door licensed taxi and private hire vehicle service for those with long-term mobility problems, or severe sight impairment, as well as having difficulty in using mainstream public transport such as the London Underground, buses and trains.
- 1.2 The Taxicard scheme only operates in London and provides members with subsidised journeys, with the user making a minimum contribution towards each individual trip and the Council subsidising the remainder of the journey up to a specified cap. Each Borough defines how many trips its members are able to take each year and also defines the detailed eligibility criteria and application process for their residents.
- 1.3 The scheme currently has approximately 80,000 members, who last year took around 1.25m trips. There is no statutory requirement to provide a Taxicard scheme.
- 1.4 Overarching scheme management, co-ordination and administration is provided by London Councils on behalf of the 32 London Boroughs and the City of London. London Councils has in place a contract with CityFleet Network Ltd to provide Computer Cab taxis and Private Hire Vehicles, as well as the journey booking service.
- 1.5 The scheme is funded jointly by the London Boroughs and by Transport for London (TfL). Historically, the overall cost of the scheme had been funded firstly by Borough budgets with any costs over and above this then met by TfL on a first come-first served basis. During this time scheme membership and trip making grew year-on-year, sometimes seeing significant annual growth.
- 1.6 In 2010/11 the funding mechanism changed so that the TfL budget is now spent first, with Boroughs' budgets being used to fund any difference between TfL's budget and actual annual spend. At the time, this placed a direct and immediate responsibility on each Borough to meet any overspend and/or to manage their scheme to contain expenditure. As a result, many Boroughs changed their scheme parameters and level of trip subsidy. The funding agreement also saw the introduction of a formula funding mechanism to ensure an equitable distribution of the TfL budget to individual Boroughs and this, in itself, saw significant changes in the level of TfL funding being apportioned to individual Boroughs.
- 1.7 Whilst membership continued to increase, the combination of these two changes in funding saw a 16% decline in the number of trips in 2011/12 compared to the previous year, although the picture was not uniform across all Boroughs. Since then, whilst these changes took time to settle, the scheme parameters have remained largely unchanged but there has continued to be a year-on-year decrease in the number of trips being taken, to the point where the volume of trips taken in 2014/15 was one-third less than that taken in 2010/11.

## 2. Review methodology

2.1 Whilst a number of potential reasons have been suggested for the continued decline in Taxicard trips there has, to date, been no evidence base or analysis to support a considered response. The core of this research has therefore been to carry out a detailed survey of a representative sample of Taxicard members in order to ascertain member views and establish a direct evidence base.

2.2 This survey is supported by an analysis of available data, from a range of sources, and through wider stakeholder engagement.

### 2.3 Member survey

2.3.1 In order to ensure that the survey sample was representative of the membership, we identified a schedule of members on the following basis:

- The number surveyed is proportionate to the membership in each Borough
- The survey is split across a range of trips bands proportionate to the volume of trips taken in each band
- The survey includes a proportionate split in each Borough of wheelchair users
- All those to be surveyed had taken fewer trips than in previous years

This approach enables us to understand whether the responses vary across Boroughs and between the types of user, whether frequent or infrequent.

2.3.2 Trip bands were split into high level, medium level, low level users and non-users, based on data held on the London Councils CMS and CityFleet data systems for 2014/15, as tabulated below. Those defined as non-users were those who had not taken any trips since 1<sup>st</sup> June 2013 and whose membership was due to be de-activated as part of the policy to de-activate any who have not used the scheme in a previous 2-year period. Consultation with recent non-users was an essential element as they may have previously been intensive users of the scheme but have now stopped taking trips, potentially for a variety of reasons, and which need to be understood as part of this review. Excluded from the survey were those who had become new members in the last year but had yet to take any trips.

| <b>Trip band p.a.</b>     | <b>Membership</b> | <b>Membership %</b> |
|---------------------------|-------------------|---------------------|
| > 70 trips                | 12,785            | 15%                 |
| >20 <70 trips             | 19,111            | 22%                 |
| >0<20 trips               | 32,008            | 37%                 |
| 0 trips                   | 13,770            | 16%                 |
| 0 trip new members        | 7,765             | 9%                  |
| Total 2-year membership   | 85,439            | 100%                |
| Of which wheelchair users | 11,417            | 13%                 |

#### **Trip banding profile**

2.4.5 The output from the member survey is detailed in Section 3 of this report.

## 2.5 Data capture and analysis

2.5.1 We have undertaken an in-depth analysis of Taxicard member and trip data from the London Councils and CityFleet systems, at both a London-wide level and within each Borough. This has been used to identify trends and enable particular factors that may have contributed to changes in trips to be taken into account. This analysis includes:

- How trip numbers have changed in each Borough over the period 2010/11 -2014/15
- The length of membership for those taking trips
- Whether changes in trip usage coincided with changes in trip entitlement or double swiping
- A consideration of why are some boroughs are still seeing an increase in trips
- The trip usage profile so as to be able to identify whether the fall in the number of trips has been from frequent users, light users, or a combination
- Taxi fare increases year-on-year and any impact that has had on the distance a user can travel using only the members charge and subsidised element of the fare, i.e. without any further cost to the member
- Any changes in complaints and service performance
- Demographics

2.5.2 For each borough we have produced a 'dash-board' of key data to facilitate easy comparison. This information is included in Appendix E.

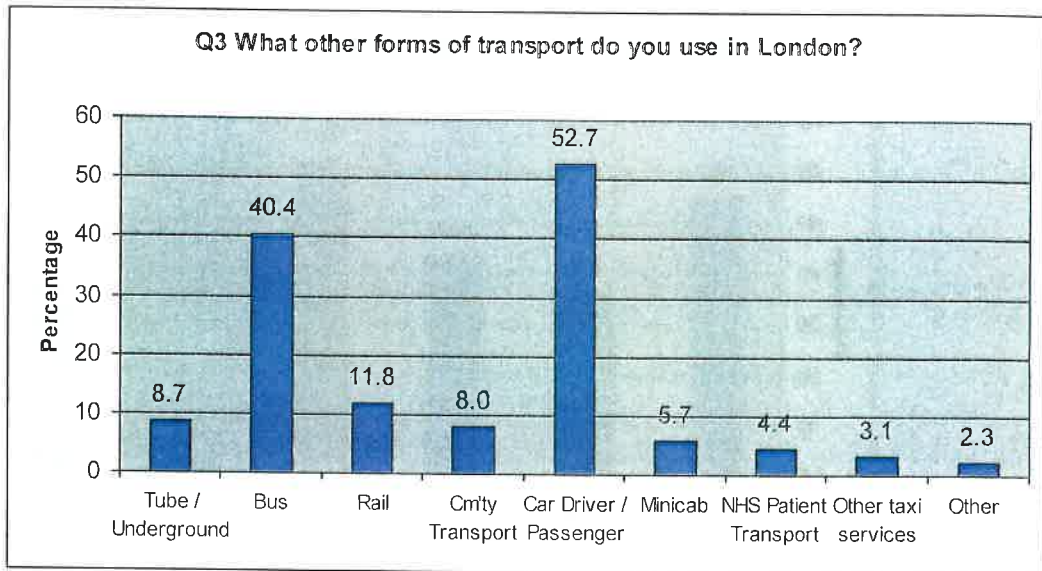
## 2.6 Stakeholder engagement

2.6.1 In addition to capturing member views through the telephone survey, it is important to understand the views of key stakeholders particularly where, as a result of regular contact with scheme members, they have gathered a local understanding as to why the volume of trips continues to fall in most Boroughs. We have therefore held discussions with the following organisations:

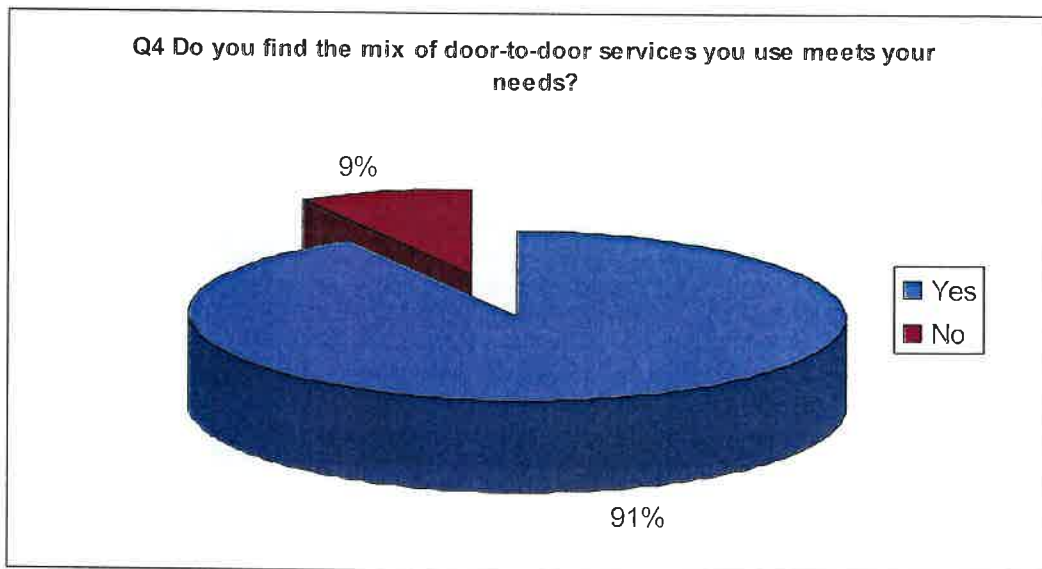
- London Boroughs
- Borough Mobility Forum
- Transport for All
- Transport for London
- CityFleet

2.6.2 The output from our stakeholder discussions is detailed in Section 5.

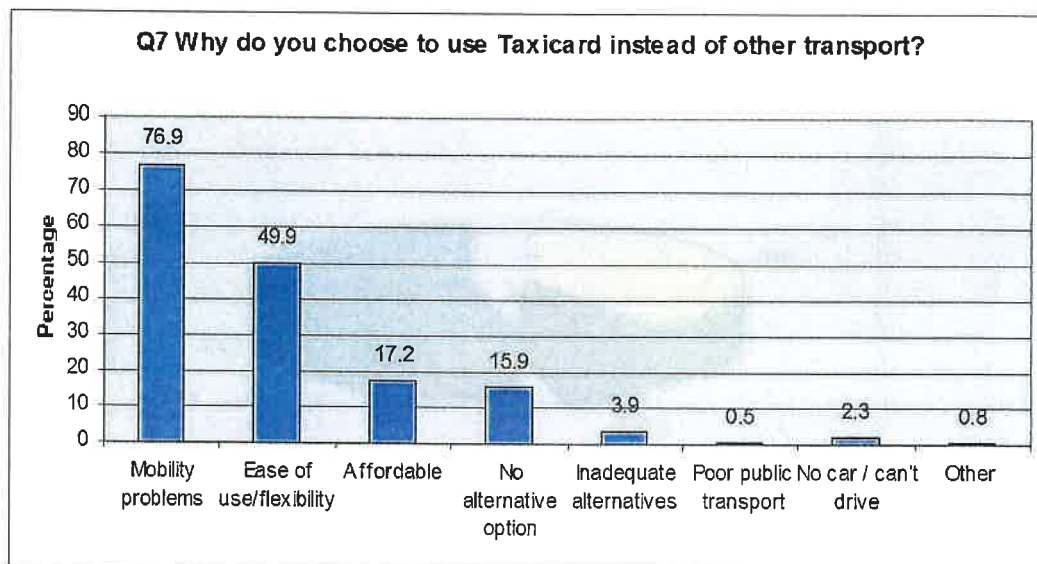




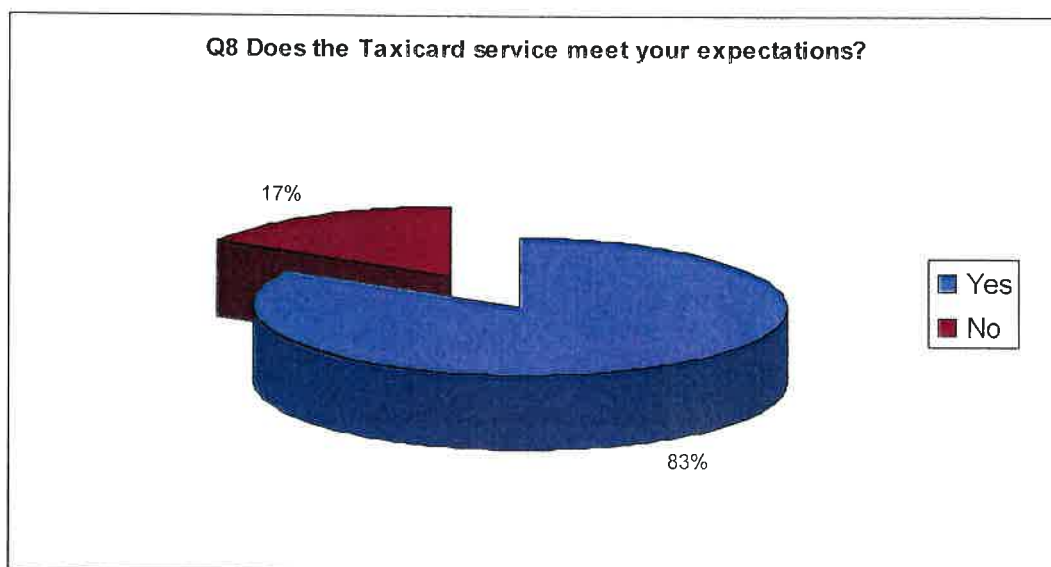
3.5 Over half of respondents had access to a car, either as a driver or passengers, at 53%, whilst 40% used the bus service. Nearly 12% used the rail service and just under 10% use the underground service, with 8% using community transport.



3.6 At 91%, a significant majority of respondents stated that the mix of door-to-door transport options available to them met their needs. In giving this answer, it is our view respondents were primarily focused on the Taxicard service, which most were very positive about, as where members responded that their needs were not met this was attributed to specific Taxicard issues: unreliability and/or unavailability, cost or not having enough trips. As detailed in paragraph 3.12, it needs to be recognised that, through the responses to Q10 and Q14, many stated that they were simply less mobile and did not travel as much on any form of transport.



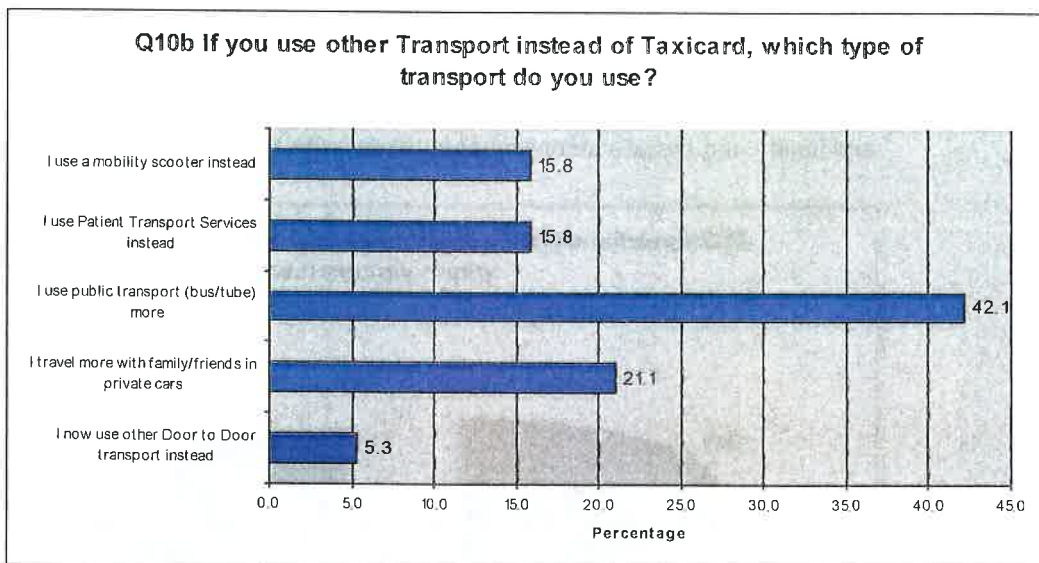
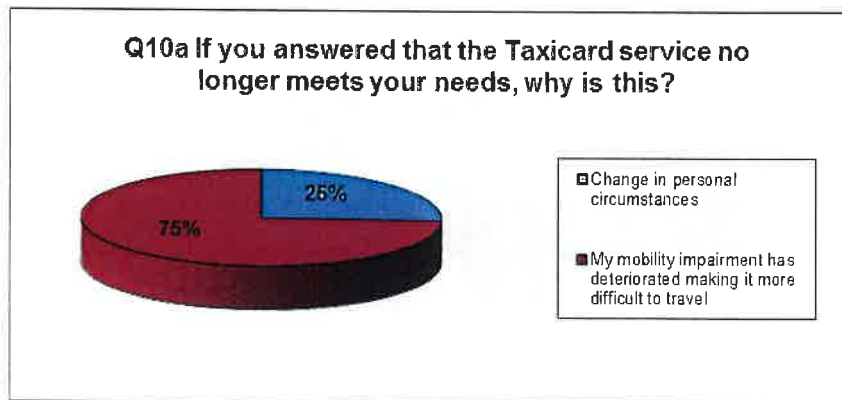
3.9 The majority of members responded that they used the Taxicard service instead of other modes of transport due to mobility problems, at 77%, with approximately 50% of members also stating they chose Taxicard over other services due to its ease of use and flexibility. Approximately 20% of respondents stated they had either no alternative or inadequate alternative options available.



3.10 The majority of respondents were very positive about the Taxicard scheme, with 83% stating that the Taxicard service met their expectations. For the 17% who stated that the service did not meet their expectations, this was often attributed to members experiencing poor reliability and a lack of availability of services, particularly when taking trips to attend medical or other appointments, where timing was critical.

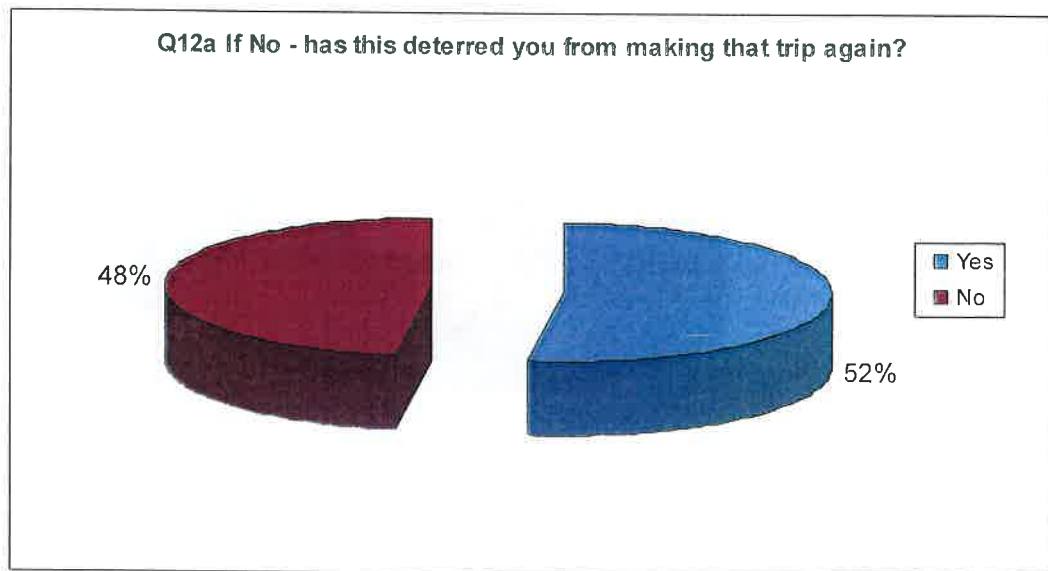


stated that the scheme no longer met their needs due to a deterioration in their mobility impairment or physical well-being, making it more difficult for them to travel generally, and the remaining 25% because of a change in personal circumstances.

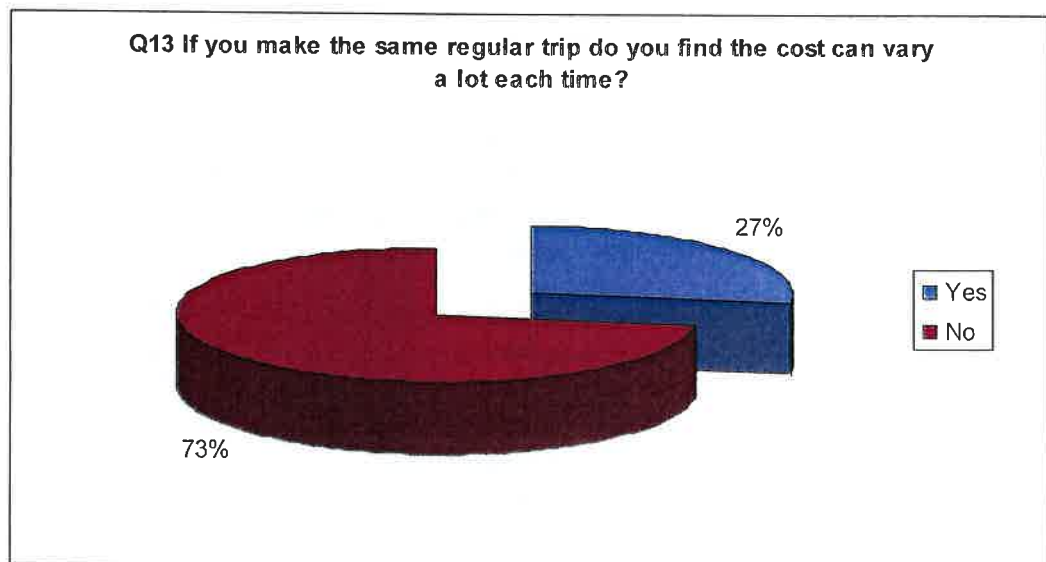


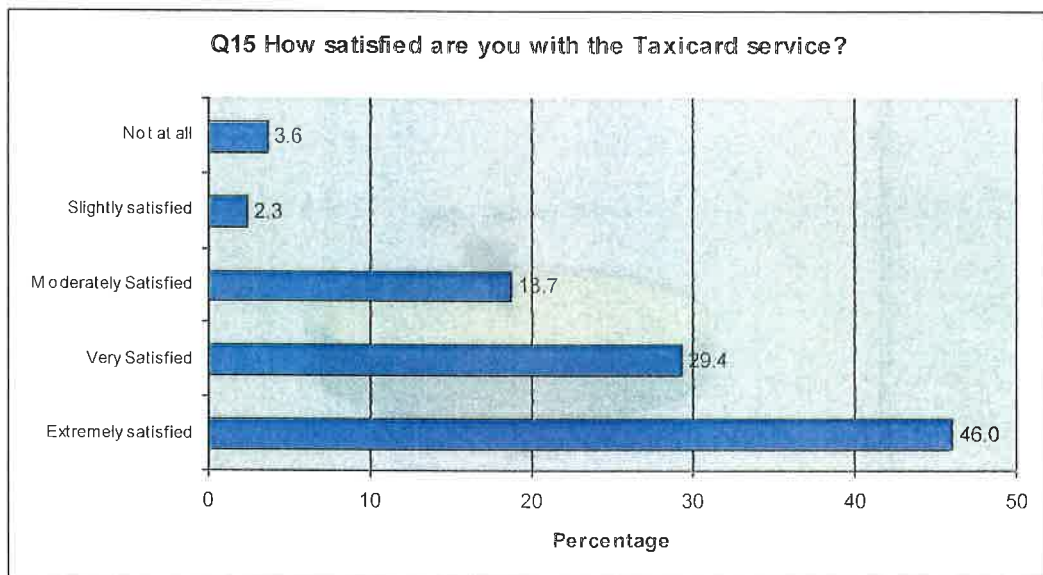
3.14 For the 14% of members who now use other transport instead of their Taxicard, nearly half responded that they use public transport more, whilst 21% travel more with family or friends. 16% use a mobility scooter instead, 16% use NEPTS and 5% use 'other' door-to-door services.

3.15 In the CityFleet 2013 Taxicard survey, 30% stated that the reason for using Taxicard less at that time was they did not need to travel as often and 17% cited that the scheme was then too expensive, points mirrored by the response rates in paragraphs 3.12 and 3.13. In the 2013 survey, 13% said then that they were using Dial-a-Ride more, compared to 5.3% using 'other door-to-door transport instead' in this survey.

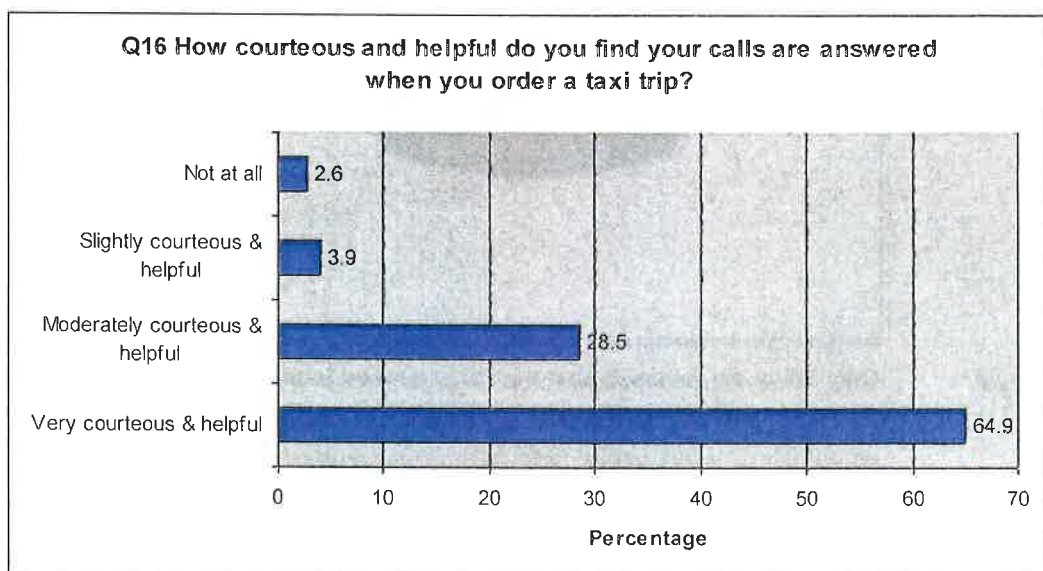


3.18 27% of respondents stated that, if they made the same trip regularly, the cost varied each time. In many cases it was accepted that this is down to external factors such as traffic congestion. 30% of the 27% who found the cost varied stated that the variation in the cost deterred them from making further Taxicard trips.

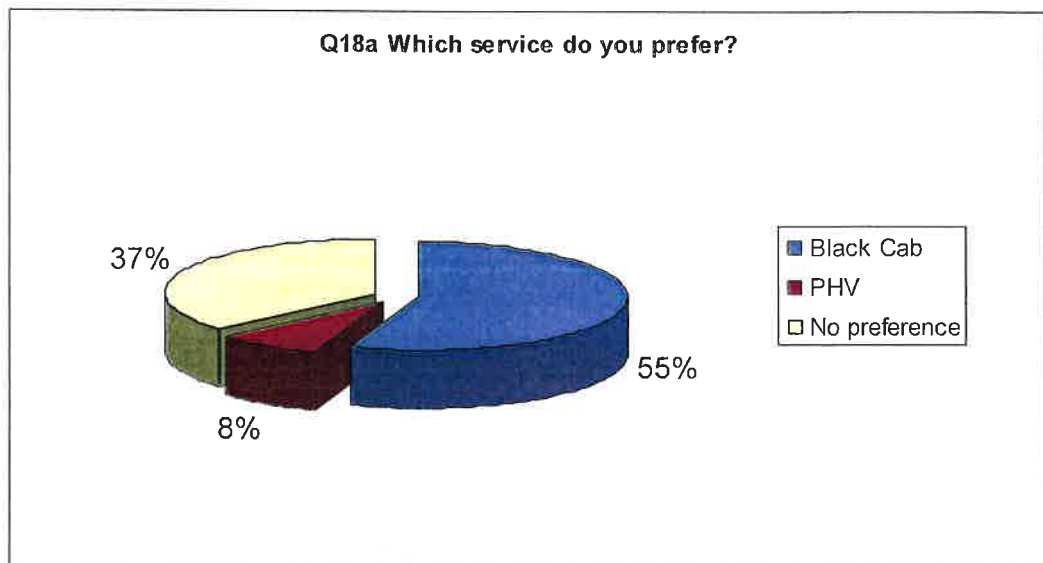
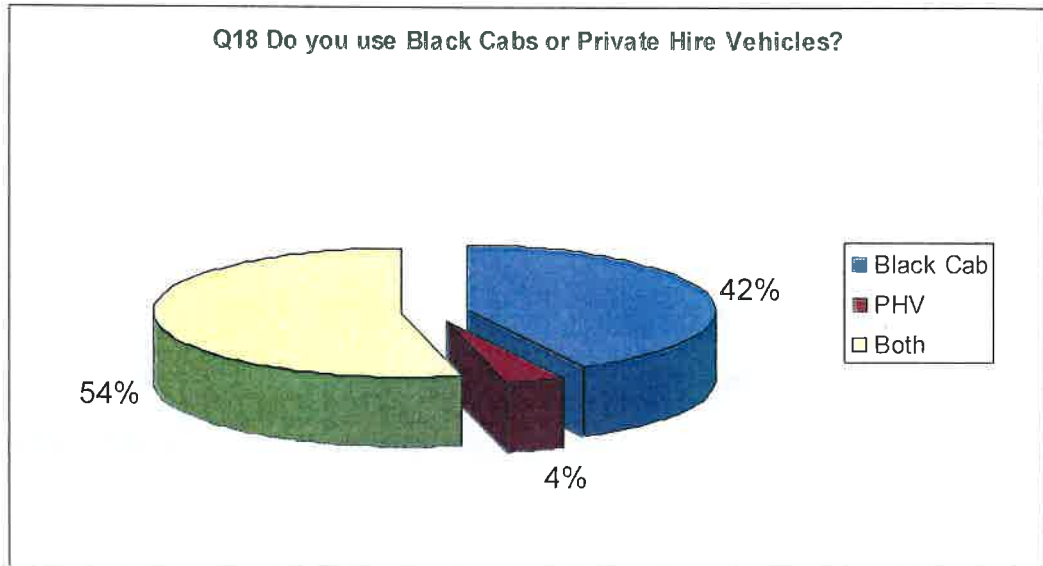




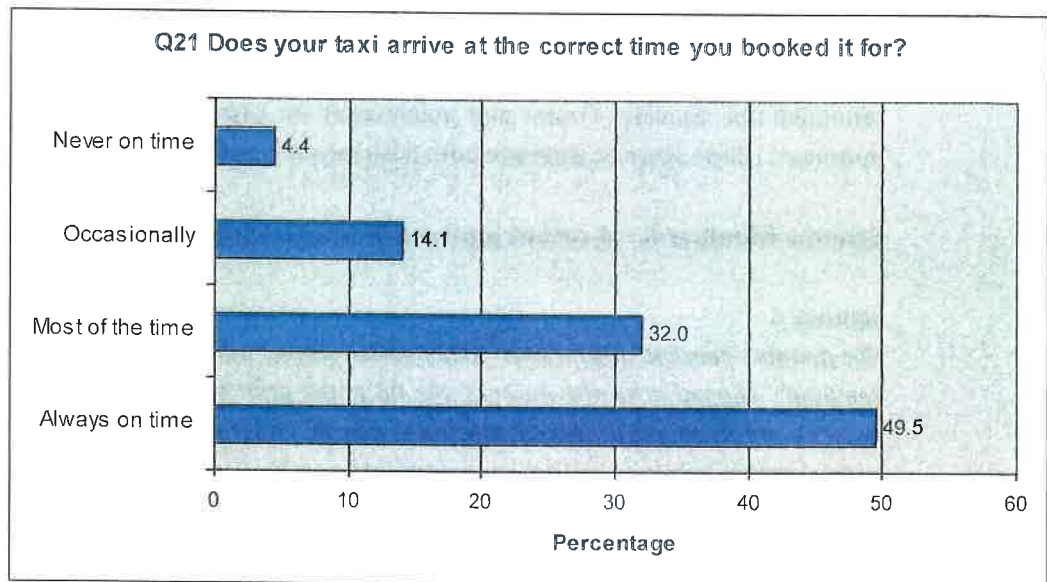
3.21 Approximately 75% of respondents stated they were either extremely satisfied, or very satisfied, with the Taxicard service, whilst 6% were either slightly satisfied or not satisfied at all. This compares to a high level of satisfaction with the service in the CityFleet survey of 2013, where 84% of respondents rated the overall quality of the service as either good or excellent.



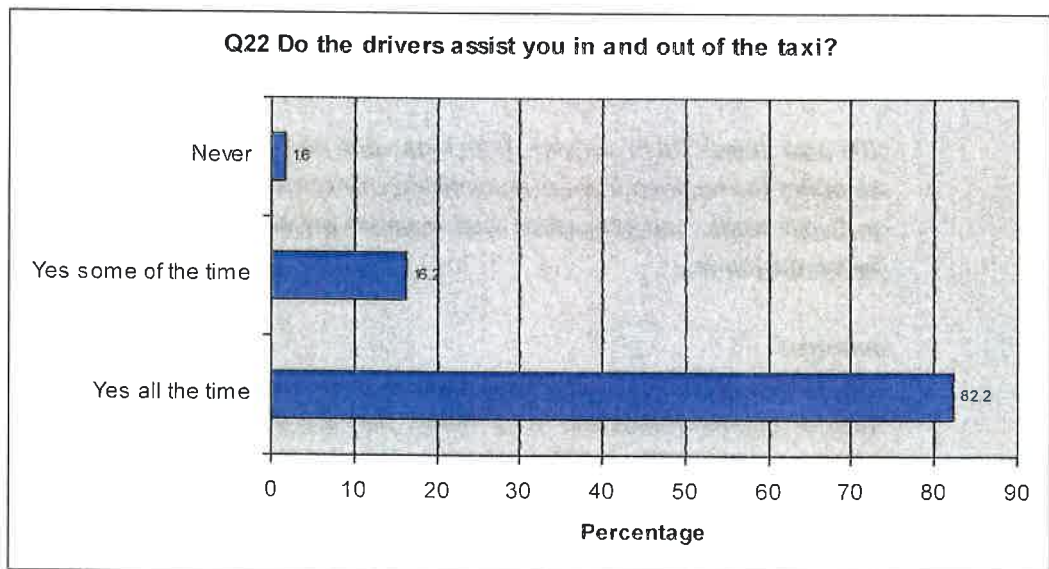
3.22 Over 93% of respondents stated they found the call centre either very courteous and helpful or moderately courteous and helpful. This compares favourably to the CityFleet survey in 2013, where 87% of respondents found the politeness and manner of call centre staff either good or excellent. Where members responded negatively, a regular feature was that call agents had a lack of local knowledge of address locations and destinations. This became more of an issue for Taxicard users when they are away from their home address and were not always aware of the postcode of their location when booking trip return trips home.



3.24 42% of respondents only use black taxis and 54% stated they used both black taxis and private hire vehicles. 4% of respondents solely used private hire vehicles. When asked which service respondents preferred, 55% stated black taxis and 8% private hire vehicles, with 37% having no preference. The greater knowledge of routes and locations of black cab drivers was often referred to as a reason for their preference.



3.27 82% of respondents stated that the taxi was on time either always or most of the time, compared to 70% of respondents who rated the promptness of the service as good or excellent in the CityFleet survey. 19% of respondents stated services were only occasionally on time or never on time.



3.28 At 98%, nearly all respondents stated that the drivers assisted them in and out of the taxis, either all or some of the time where this was necessary. This is consistent with the CityFleet survey where 98% felt drivers provided adequate assistance.

### **Journey 3**

*The taxi was booked for 9:30am online the previous evening with the member waiting at pick up point outside home. At 9:30am the taxi has not arrived and member calls the call centre who states they are still trying to allocate a taxi to the trip. At 9:50am, following 2 further calls to the call centre the taxi has not arrived and is cancelled.*

*The member calls a local mini-cab company who send a taxi within 10 minutes but the journey was much more expensive. Member was late for their appointment.*

### **Scheme Member B (Visually impaired)**

#### **Journey 1**

*I have used Taxicard much less this year because of problems with PHV providers, although still need the scheme for 'security'. Journey 1 is a summary of my experience on regular journeys I used to make.*

*I have used 7 or 8 different minicab firms but the drivers are always different. They don't know the area and rely on using their satnav, do not speak English and sometimes refuse to take my guide dog, thinking the dog needs to travel on a seat, which is not the case. They should know in advance that I am visually impaired but sometimes they are not at the nearside kerb, nor do I know which way the vehicle is facing.*

*With PHV providers there is an obvious lack of disability training and an inadequate knowledge of the area and local routes.*

*Can the system be developed so that I am notified in advance of the driver's name and the PHV company as this would help from a personal security point of view? They should also be required to identify themselves at the pick-up.*

*I have found the whole experience of using PHVs far too stressful and now rely on friends and family instead where I can. I know that many of my friends with visual impairment refuse to travel with certain PHV providers. I used to go to sailing using Taxicard but have now stopped going. With Taxicard the trip used to cost me £5 and with a private hire it would be £20, which I can't afford, but the whole Taxicard PHV experience is too stressful.*

#### **Journey 2**

*Black cab driver was aware that I am blind and had prepared the vehicle for my guide dog by putting seat back as dog prefers to ride in the front. Driver knocked on door and remembered me from a previous trip. Driver knew route and destination and showed me to the destination door, waiting to see that the door was opened before leaving. Black cabs are never usually a problem for me and the Call Centre is always good and helpful.*



## 5. Stakeholder consultation

5.1 As part of this review we have held discussions with the following organisations:

- London Boroughs
- Borough Mobility Forum
- Transport for All
- Transport for London Dial-a-Ride
- CityFleet

### 5.2 London Boroughs

5.2.1 All London Boroughs were invited to provide feedback from comments/complaints made directly to them by their residents and to contribute their local views on the reasons behind the changes in trip making. Boroughs were also invited to share any local consultation that they may have undertaken for their own scheme. A presentation was given to the London Councils Taxicard BOLG meeting in September 2015 setting out the background and purpose of this research.

5.2.2 Discussions have been held with officers from the following Boroughs:

- Barking and Dagenham
- Croydon
- Ealing
- Greenwich
- Harrow
- Lewisham
- Merton
- Tower Hamlets
- Waltham Forest

5.2.3 Borough comments are listed under two headings: - User Issues (as identified by the Borough) and Borough Issues (as service commissioner/budget holder).

5.2.4 The above Boroughs have differing trip entitlement and/or user charges and subsidy and some have seen trip making maintained or grow. It is important therefore to note that the issues identified below are not consistent across all Boroughs but reflect concerns local to that specific Borough. In order to facilitate an open discussion the comments made have not been attributed to named Boroughs.

5.2.5 There are however some consistent themes that can be compared to the member survey results. In summary, the key issues raised in discussions with Borough officers are seen as:

| <b>Borough Issues</b>   |
|---|
| The scheme needs to remain viable within the available Borough budget   |
| Scheme changes require a lengthy process – Consultation/Equalities Impact Assessment/Cabinet approval, which makes it difficult to respond to short-term pressures such as predicted increases in trips that go above that financial year’s Borough budget. Borough position has to be sustainable. |
| See £1.50 member charge and £10.30 contribution as significant in maintaining trip volumes  |
| Local scheme is important politically, a high profile scheme, actively promoted and Borough budget maintained   |
| Local scheme has a high priority and is promoted by social workers, through home visits and by advocacy agencies  |
| Taxicard is not promoted or advertised to the same extent as the Freedom Pass   |
| Borough does not actively promote scheme  |
| Many requests are for health-related trips  |
| Scheme is not suitable for hospital referrals   |
| Lack of clarity of purpose of the scheme and its role within wider door-to-door transport provision   |
| Borough has removed double swiping and a trip band so as to contain costs   |
| Double swiping significantly increased costs  |
| Double swiping should not be needed as Taxicard is meant to be to access ‘local’ amenities  |
| Black cabs cost the user too much compared to PHVs and compared to some alternative taxi schemes e.g. Tesco fixed price shopper ‘get home’ taxi scheme  |
| Members are using the tram more as it accessible  |
| Members are using mainstream public transport more, particularly bus and DLR, where staff are trained to provide assistance and information   |
| Mainstream public transport is used more as Freedom Pass is free. Blue Badge also used more as it avoids parking fees   |
| Volunteer driver schemes are being used more for trips to hospital and for shopping   |
| Monthly banding is more useful for emergency use  |
| There are those who qualify automatically for the scheme (e.g. those with HRMCDLA) who never use it   |
| A single Taxicard journey being used by multiple Taxicard members   |
| Annual trip limit not seen as an issue, only a few requests for additional trips  |

**Borough Issues**



### **5.3.3 Richmond**

#### **5.3.3.1 Discussion at the Richmond Mobility Forum centred on the following:**

- The difficulties encountered by those with visual impairment, particularly in using PHVs, where drivers are not always aware of pick up and destination access requirements, the practical realities of a kerb-to-kerb service rather than door-to-door, and the stress incurred by users as a result
- A lack of taxi availability
- Waiting times being too long, especially for the return trip
- Variability in charges
- A higher degree of 'trust' in black cabs as opposed to PHVs
- Electric wheelchair users being effectively ruled out of the scheme
- A very positive message with regards to Call Centre staff and most drivers
- Any potential for group membership, e.g. volunteer driver neighbourhood schemes?

### **5.3.4 Kensington and Chelsea – Age UK**

5.3.4.1 The Kensington and Chelsea Mobility Forum was attended by a representative from Age UK, who offered the following summary of their members views on the Taxicard scheme. Age UK supports many members in the Borough who are Taxicard members. Also, through the AGE UK Escorting service, AGE UK volunteers quite often travel with supported older people as escorts for walks, to the shops, attend appointments and for other reasons to provide assistance and reassurance throughout the journey. This is usually on public transport (normally bus services) or in taxis using the Taxicard scheme.

5.3.4.2 The general impression from the AGE UK Kensington and Chelsea branch is that the Taxicard scheme is hugely appreciated by those members who use it. Age UK stated that it can often be the difference for some people between getting out or not and the benefit of being able to call a call centre and have door-to-door transport delivered to their door is invaluable. The nature of many of the people supported by AGE UK in Kensington and Chelsea means that quite often they do not have access to a private vehicle and find using public transport either difficult or impossible. Therefore the Taxicard scheme is their only method to still get out and it would be a huge shame if the scheme was withdrawn.

5.3.4.3 The negative aspects of the scheme which are sometimes raised by the AGE UK Kensington and Chelsea branch members can be when a journey is booked in advance and does not arrive on time or at all. This is particularly problematic when the journeys are booked for appointments or to connect to onward travel options, perhaps a rail service booked in advance. This can be very costly if a connecting rail service is missed and a new rail ticket needs to be booked, or an appointment needs to be rescheduled.

# Transportforall

Accessible transport is our right

28.09.2015

## The Taxicard Review – A submission by Transport for All

Taxicard is a life line service which has been used and loved by disabled and older people for over three decades. However, Transport for All (TfA) has watched with increasing alarm the decline in Taxicard usage over the last five years. We strongly believe that there is one main reason why this has been the case – the increasing cost of the service.

In November 2010, London Councils TEC agreed a number of cutbacks to the service, without any consultation with users. These included:

- A rise of 67% in the price of a trip, from £1.50 to £2.50.
- A £2 cut to the maximum trip subsidy, so users pay more to travel less.
- An end to double swiping in many boroughs.

In a report by us in January of 2011, we predicted that the impact of the cuts would be harsh and that it would lead to a decline in the service.

<http://www.transportforall.org.uk/news/taxicard-cuts-start-today>

Recently we understand from reading TEC papers, that there has been over a million pounds underspend in the Taxicard budget was handed back to the boroughs instead of being used to rescind some of the cuts. TfA believes that this move was a mistake and not in the interests of sustaining the scheme.

In addition to the above increases in the cost of the scheme, the fact that waiting time is chargeable also has an impact. Whilst the driver is waiting for the passenger the meter will increase by 20p every 29 seconds for tariff 1, every 24 seconds for tariff 2 and every 19 seconds for tariff 3. That means you get charged about £6 waiting time for every 10 minutes (Tariff 3). According to TfL Taxi fares, a journey of 2 miles will cost between £8.60 and £13.80. However, because of the additional waiting it is very unlikely that one swipe will allow you to travel 2 miles. Some of our members have told us that they travelled to the same destination using local private hire vehicles and the journey was often cheaper.

The Taxicard scheme is now also total postcode lottery. Trip numbers, eligibility criteria vary wildly across London. Recent cuts to trip numbers have also left many boroughs offering less than one return trip a week. (Harrow offers just 40 trips a year). In other boroughs you are penalised for having a Freedom Pass. (In Islington you get 52 trips a year if you have a Freedom Pass and 104 if you give up your Freedom Pass). The majority of Taxicard users would rather give up their Taxicard and not their Freedom Pass.

The recent communication to all electric wheelchair users that they cannot use the Taxicard if they cannot secure themselves in the Taxis will no doubt also affect usage numbers.

increased demand for door-to-door transport services, driven by demographic change and increasing levels of disability or impairment. It sets out a timetabled way forward that includes for greater integration and co-ordination of service provision aligned to the recommendations of the London Assembly. With regards to Taxicard, this includes TfL working with London Councils towards the following short term aims:

- A single and consistent set of eligibility criteria for Dial-a-Ride, Taxicard, Capital Call and Travel Mentoring
- A single application process for these services
- A single customer complaints and feedback process

5.5.4 In the medium to longer term the aim is to put in place:

- A single booking process
- Wider integration with other social needs transport
- Development of a driver training qualification for private hire providers

5.5.5 The TfL report notes that opportunities could arise through the Taxicard funding agreement and through the re-procurement of transport services.

## 5.6 CityFleet

5.6.1 Discussions were held with CityFleet on a range of operational aspects of the scheme. Specific aspects discussed included:

- Performance data changes, including the Call Centre and waiting times
- The nature and volume of complaints and whether they have remained consistent across recent years
- The decrease in the average distance able to be travelled within the total of the member charge and subsidised element only (£10.80 in most Boroughs)
- Fixed cost trips: their current impact, plans for future expansion and their limitations
- PHV usage; benefits and disbenefits and the potential for growth

5.6.2 CityFleet expressed the view that the decrease in trip volumes could potentially be attributed to:

- Funding cuts
- Rising costs
- Usage inflexibility
- Service issues
- Changes in personal circumstances

## 6. Analysis

6.1 In order to assess whether it is appropriate to seek to reverse the continued fall in Taxicard trips and from that develop a robust set of contributory measures, we have analysed available data alongside the views expressed in the member survey and in stakeholder consultation. This analysis is discussed in more detail in this section of the report.

### 6.2 Background

6.2.1 One of the key objectives of this review is to gain an understanding of Taxicard members' overall Door to Door transport needs. In addition to inviting responses through the member survey we have also considered recent TfL research, in particular *'Understanding the travel needs of London's diverse communities – A summary of existing research'*, published in August 2014, which includes specific consideration of the travel needs of both older and disabled people in London. Key points from this research are considered below and compared to available data on the Taxicard scheme and survey.

6.2.2 The TfL summary highlights that an accessible transport system is vital in ensuring people are not excluded from employment and health, education and leisure services. Whilst 43% of disabled people think that travelling in London has become more accessible recently, 57% of disabled Londoners continue to find that their disability affects their mobility. In addition, 58% of disabled Londoners and 85% of wheelchair users find it either impossible or difficult to use the bus. The main issues impacting on the ability of disabled people to make public transport journeys are:

| Transport issue              | Disabled Londoners |
|------------------------------|--------------------|
| Accessibility                | 44%                |
| Cost                         | 21%                |
| Comfort                      | 20%                |
| Availability and reliability | 16%                |

#### Transport issues for Disabled Londoners

6.2.3 TfL research highlights that only 8% of disabled Londoners and 21% of wheelchair users belong to the Taxicard scheme. Whilst in the majority of Boroughs age is not an automatic qualification, many Taxicard members are elderly. The membership database identifies that 71% of members are aged 65 and over, compared to 41% of all disabled Londoners and 80% of Dial-a-Ride members (as identified in the TfL research). 34% of Taxicard members are over 85 years of age. One of the primary criteria for Taxicard membership is mobility impairment and as this is likely to worsen with age, a higher proportion of older members is to be expected. However, dependent upon the nature

- 6.3.3 A more useful comparison is the change in those who are 'active' members (i.e. take one or more trips in any one year). This is detailed in the 'Active' column below (derived from counting the number of unique applicant IDs in the Taxicard trips data spreadsheets) and shows a 14% decline in active members over a 3-year period.

| Year                  | Overall Membership | % change    | Active Membership | % change    |
|-----------------------|--------------------|-------------|-------------------|-------------|
| 2010/11               | 95,088             | -           | -                 | -           |
| 2011/12               | 95,684             | +1%         | 55,232            | -           |
| 2012/13               | 102,351            | +7%         | 54,162            | -2%         |
| 2013/14               | 106,648            | +4%         | 49,511            | -9%         |
| 2014/15               | 79,266             | -26%        | 47,477            | -4%         |
| <b>Overall change</b> |                    | <b>-17%</b> |                   | <b>-14%</b> |

**Scheme membership by year**

- 6.3.4 Analysis of available data on new members is tabulated below (only two years data is available as earlier data did not record new members). This shows a reduction in the proportion of new members taking trips. As this cohort was outside of our survey, further work is needed in order to understand why those who are new members are choosing to take fewer trips. There is no evidence that applications peak in a particular month, remaining relatively constant throughout the year.

| Year    | Total new members | Active new members | % active | Trips taken by new members |
|---------|-------------------|--------------------|----------|----------------------------|
| 2013/14 | 9,405             | 4,998              | 53%      | 71,731                     |
| 2014/15 | 9,799             | 4,834              | 49%      | 68,592                     |
| 2015/16 | *9,288            |                    |          |                            |

**New members**

\* extrapolated from 1<sup>st</sup> qtr

- 6.3.5 It is notable that, currently, 7,765 members who have been members for less than 2 years have yet to use the scheme at all. This group did not form part of our survey but reasons suggested for not using the scheme include being encouraged to become a member as a result of meeting the 'automatic' criteria or, having joined, finding the scheme inappropriate for their needs.
- 6.3.6 Out of the total 2-year membership of 85,439, 11,417 (13%) are wheelchair users.
- 6.3.7 The Table below shows how the proportion of those travelling reduces with the length of membership. Combined with the age profile in paragraph 6.2.3, which identifies that 34% of Taxicard members are aged 85 and over, this reinforces the position that those who have been members longest (and are therefore likely to be the older cohort) travel less. As evidenced in the survey responses in section 3, this is primarily due to reducing personal mobility and travelling less generally.

therefore no consistent approach to membership and this can lead to confusion for scheme members, particularly if they move Borough and as a result need to reapply.

- 6.3.11 Whilst some Boroughs have changed their approach to assessment during the last 4 years, there is not a consistent pattern that aligns with the reduction in trip volumes and changes in the approach to eligibility and assessment cannot therefore be taken as a factor on their own in the reduction in trip volumes.

#### **6.4 Promotion and publicity**

- 6.4.1 From our discussion with Borough officers it is clear that, in those Boroughs that have seen continued growth in trip making, there has been positive and active promotion of the scheme, including through social workers, home visits and advocacy agencies.
- 6.4.2 TfL research highlights that only 8% of disabled Londoners and 21% of wheelchair users belong to the Taxicard scheme, and that 30% of disabled people who are eligible for a door-to-door service but do not use one are unaware of Taxicard, compared to 8% being unaware of Dial-a-Ride. This is echoed by the response from TfA. The lack of publicity and promotion can be compared to that given to the Freedom Pass, where the regular renewal programme has a high visibility across London through a range of media.
- 6.4.3 We believe some Boroughs are reluctant to promote the scheme, recognising that increased usage and/or membership will lead to increased costs to the Borough. We are aware of some positively discouraging use of the scheme. An example was given to us through the survey of a member being written to by their local Borough saying they should not use the scheme as much as it costs the Council money. Whilst this person loved the scheme and was very happy with it they were using it less because of the notification they had received.
- 6.4.4 As a result of this review, we see better promotion of the scheme as a key factor in reversing the decline in trip making. Other than Hillingdon, whose members take a relatively small volume of trips year on year, only two Boroughs have seen trip volumes grow between 2010/11 and 2014/15, Tower Hamlets and Greenwich. Both Boroughs actively promote the scheme and, whilst Tower Hamlets also offers a £1.50 member charge and a £10.30 Tariff 1 subsidy, Greenwich offers £2.50 and £8.30, the same as many other Boroughs. Promotion here is seen as the key factor.
- 6.4.5 The Table below illustrates that this positive promotion results in a higher proportion of traveling members compared to the rest of London over a 2-year period.

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6.5.4 This is further illustrated in the graph overleaf of trip volumes taken each year by individual members.

6.5.5 The graph shows that the profile of the trips taken by individual members over the past three years is very similar. Of particular note is that consistently over the 3-year period:

- Approximately 4,500 members take only 1 trip per year
- A further 4,000 take only 2 trips per year
- A further 2,500 take 3 trips per year

This would suggest that many members look to the scheme to provide 'emergency' cover in the absence of friends and family or other means of travel.



- 6.5.6 The graph highlights peaks at particular points, where members have used up to their Borough trip allocation limit, naturally curtailing the demand; these peaks can be seen most evidently at the 36, 52, 72 and 104 trip limits.
- 6.5.7 Over the 3-year period, the number of Taxicard holders taking over 104 trips has decreased by one third from 748 members to 535 members, a 37% reduction from 105,190 to 66,742 trips. This is partly as a result of Boroughs having a more robust approach to granting additional trip requests above the maximum allowance and partly as a result of a few Boroughs reducing their standard allowance to below 104 trips.
- 6.5.8 Despite the decline in trip volumes, the number of Taxicard members who took exactly 104 trips increased from 380 in year 1 to 452 in year 3. Whilst we did not have data to support the reasons why, Borough officers see the increase being driven by trips for regular health-related appointments.
- 6.5.9 In year 1, the highest number of trips taken by any one member was 515, reducing in year 3 to 209 trips.
- 6.5.10 Apart from this reduction in the number of high user trips, the data shows that the overall reduction in trips has come equally from all members; high, medium and low level users of the scheme. This would suggest that the problems that are causing the ongoing reduction in trips apply equally.
- 6.5.11 The Table below shows the proportion of the total number of available trips taken each year. It can be seen that only 11% of the available trips were taken in 2014/15 and this percentage has been consistent over the last three years. As discussed later in this section, if existing members were to take up only some of this allowance it could have a significant impact on Borough expenditure. The increase in the number of those using their maximum allocation in the Table reflects the graph 'peaks' described earlier.

| Year    | Percentage of trips used against total trips available | No. of members using their maximum trip allocation | Percentage of members using their maximum trip allocation |
|---------|--|--|---|
| 2011-12 | 14%  | 142  | 0.1%  |
| 2012-13 | 11%  | 463  | 0.5%  |
| 2013-14 | 12%  | 1,042  | 1.0%  |
| 2014-15 | 11%  | 1,591  | 1.0%  |

Proportion of available trips taken by year



driver/passenger and mainstream bus alternatives, although at levels below the averages for other Londoners, with mobility impairment issues no doubt impacting on their ability to use more of the underground and rail services.

| Transport type         | All | 65+ | Disabled | Taxicard survey Q3 |
|------------------------|-----|-----|----------|--------------------|
| Walking                | 96% | 87% | 79%      | -                  |
| Car (driver/passenger) | 86% | 84% | 72%      | 53%                |
| Bus                    | 61% | 64% | 57%      | 40%                |
| Underground            | 38% | 23% | 18%      | 9%                 |
| Rail                   | 25% | 16% | 11%      | 12%                |
| Taxi/minicab           | 11% | 9%  | 10%      | *9%                |

**Proportion of Londoners using types of transport**

\* excludes Taxicard use

- 6.7.5 In response to survey Q4, 91% of members indicated that the overall mix of door-to-door services they use meets their needs. This high figure needs to be considered against the responses to Q10 and Q14, where a significant number of surveyed members stated that they were simply much less mobile and as a rule travelled less.
- 6.7.6 In the responses to Q10 and Q10b, only 13.5% said they took fewer Taxicard trips because they now used other forms of transport instead, predominantly the bus and underground, although 21% were travelling more with family and friends and 16% were using mobility scooters instead.
- 6.7.7 The following Table compares by Borough the reduction in Taxicard trips with changes in Dial-a-Ride trips over the same 4-year period. It can be seen that in most Boroughs there has been a reduction in the use of both schemes and, in support of the survey response, there is no evidence from this data to suggest that the reduction in Taxicard trips has been caused by a general switch to Dial-a-Ride.

## 6.8 Trip costs

6.8.1 In our survey Q12, 34% stated that the combined member charge/subsidised fare did not allow them to get to where they needed to go and in Q12a 52% of those had, as a result, been deterred from making that trip again, equating to 18% of the membership not taking trips through a lack of affordability. This marries with the response in Q10 where again 18% of members stated that the service was too expensive and the reason why they now took fewer trips than before. Lack of affordability is therefore a significant contributory factor in the ongoing decline in trip volumes. This is discussed in more detail in this section.

6.8.2 Whilst in most Boroughs the initial member charge has remained unchanged in recent years, the 'value' of the scheme in terms of the distance able to be travelled within the subsidised element (i.e. for the majority of Boroughs a member contribution of £2.50 and a subsidy of £8.30 to a total of £10.80) has reduced as taxi fares have increased year on year.

6.8.3 Taxi fares are a combination of distance and time charges (where the speed drops below 10.4mph) set across 3 time-banded tariffs, with higher rates for journeys over 6 miles. The distance able to be travelled at a specified cost will therefore vary dependent upon the level of traffic congestion, roadworks etc and the tariff applying at the time of travel. There is a fixed £2.40 minimum fare charged at all times. The tariffs in place in 2011 and 2015 are as tabulated below.

| Taxi Tariff           | 2011     |          |          | 2015     |          |          |
|-----------------------|----------|----------|----------|----------|----------|----------|
|                       | Tariff 1 | Tariff 2 | Tariff 3 | Tariff 1 | Tariff 2 | Tariff 3 |
| Unit value: 20p       |          |          |          |          |          |          |
| Minimum fare          | £2.20    | £2.20    | £2.20    | £2.40    | £2.40    | £2.40    |
| Metres/unit < 6 miles | 135.3    | 110      | 88.9     | 126.2    | 102.7    | 82.6     |
| Secs/unit < 6 miles   | 29.1     | 23.7     | 19.1     | 27.2     | 22       | 17.9     |
| Metres/unit > 6 miles | 94.9     | 94.9     | 94.9     | 88.6     | 88.6     | 88.6     |
| Secs/unit > 6 miles   | 20.4     | 20.4     | 20.4     | 19       | 19       | 19       |

### Taxi tariffs

6.8.4 Based on a trip distance of less than 6 miles and using Tariff 1 (Mon to Fri 0600 – 2000) the change in distance able to be travelled within the combined member charge/subsidised fare has been calculated as tabulated below, based purely on a distance charge.

| Member Cost          | Borough Subsidy | 2011      | 2015      | % reduction |
|----------------------|-----------------|-----------|-----------|-------------|
| £2.50 minimum        | £8.30           | 3.8 miles | 3.4 miles | -11%        |
| £1.50 minimum        | £10.30          | 4.2 miles | 3.8 miles | -9%         |
| Average contribution |                 | 4.6 miles | 3.9 miles | -8%         |

### Taxi journey distance by subsidy

## **6.9 Double swiping**

6.9.1 Many Boroughs allow for 'double swiping', where a single journey can use two trip allocations, with the Member then paying 2 x £2.50 and having a subsidy of 2 x £8.30 before incurring further fare costs. This is particularly relevant to outer London Boroughs where the distance to local services can be greater and with more widespread mainstream public transport options.

6.9.2 In 2011/12, 26 Boroughs allowed double swiping and, whilst some looked to remove this following the introduction of the TfL funding cap, many reinstated its provision the following year. The current position is that four Boroughs have removed and two Boroughs added double swiping, as is detailed in the Borough Parameters Table on page 65. Over the last 3 years the position has remained static with 24 Boroughs continuing to provide for double swiping in 2015/16. In our view, it is therefore unlikely that this can be taken as a contributory factor in the continued decline in trip making.

6.9.3 Double swiping can be a factor in the use of the scheme for health-related trips, where the distance to a major hospital can be significantly beyond the subsidised value of a single trip, and which would otherwise incur unaffordable fare costs to the member concerned.

6.9.4 Only 7% of survey respondents to Q14 stated that introducing double swiping would encourage them to take more trips. This low response is skewed as 24 out of the 33 Boroughs already provide this option and further analysis shows that the response from those in Boroughs without double swiping rose to 13%. Where not currently being provided, some Boroughs have concerns over the cost implications of its introduction and some see it as inappropriate for a scheme designed for use on 'local' journeys.

## **6.10 Taxi fixed price journeys**

6.10.1 CityFleet has developed an ongoing programme of fixed price journeys for taxis, to the extent that there are now 300 journeys available across all 33 Boroughs, removing cost variability for the user and delivering an average saving per trip of £1.39 to the Borough. Whilst the volume of fixed price trips was relatively low, at 250-300 trips per month in the period January – March 2015, CityFleet is adding a further 10 journeys each month, with members able to make suggestions for new routes.

6.10.2 Fixed price trips place the financial risk with the driver and there will therefore be limits to the type of trip, the time of day and the location for which they can be implemented. Establishing fixed price trips has not so far been a problem in outer London but can be difficult in central London, where the volume of corporate contract work drives taxi demand. Fixed price trips are currently focused on non time-critical journeys with a formula-based price for journeys of 1 - 2 miles.

## 6.11 Taxis/Private Hire Vehicles

- 6.11.1 In the last few years, the use of PHVs has expanded significantly in the Taxicard scheme, mainly as a means of enhancing vehicle availability in those Boroughs where the scheme has historically not met its performance targets. PHV trip volumes have increased from 12% in 2010/11 to 20% currently, with a target to increase this proportion to 30% of all trips.
- 6.11.2 There are currently 98 PHV service partners with 6,439 vehicles, 207 of which are wheelchair accessible. The majority of PHVs operate outside of central London and the data shows that in these areas they achieve higher performance results in comparison to those areas with a high level of black cabs.
- 6.11.3 PHVs can be a problem for Taxicard members from an accessibility perspective and a choice between a black cab and a PHV is offered to those who have accessibility needs, although some types of electric wheelchair cannot be accommodated in black cabs. From the survey Q18, 42% used a black cab, 4% a PHV and 54% used both, but 55% stated that they would prefer a black cab.
- 6.11.4 PHV bookings allow early journey allocation, whereas a taxi request only appears on the system 20 minutes before the journey timeslot. From the responses to Q10 and Q14 of the survey, members identified poorer scheme reliability as a key reason why they now take fewer trips than before, and where improvements would encourage taking more trips.
- 6.11.5 Black cabs are seen by users as a trusted 'brand', with more helpful drivers who have been appropriately trained. The survey, case studies, mobility forum and stakeholder consultation have all raised important issues with the PHV service, which are seen as a contributory factor in the ongoing reduction in Taxicard trips. In summary, the key PHV issues identified are as listed below:
- Lack of appropriate disability training
  - Lack of knowledge of area and a reliance on satnav/postcode
  - English is not first language
  - Lack of assistance to scheme member
  - Variability in service providers and individual drivers
  - Lack of communication between provider/driver and user
- 6.11.6 It is a key recommendation that these matters should be addressed as an important contribution towards reversing the trend in trip reduction. Many elements can be delivered through the TfL Social Needs Transport Roadmap proposal to put in place improved structured training, mandated as a condition for private hire contracts. Other aspects can be dealt with through the current contractual arrangements.

- 6.12.6 Over the last four years, nine Boroughs have increased their budget contribution but this has largely been driven by changes in the TfL contribution, as a result of historic funding levels being impacted on by implementation of the formula funding model.
- 6.12.7 As discussed earlier in this section, in 2014/15 only 11% of the available trips were taken with the volume unused standing at 9,798,959 trips. If existing members were to take up their full entitlement it would have a significant impact on Borough expenditure. At an average trip cost of £8.14 to the Borough, the unused trips equate to an additional almost £80m of expenditure, a significant liability over which Boroughs in practice have only limited control.
- 6.12.8 It is therefore understandable that Boroughs, in setting their Taxicard budget each year, either retain some financial capacity in the budget to cover an element of this liability or revise trip entitlement to meet the available budget. As can be seen from the Borough Parameters Comparison Table on page 65, some Boroughs have introduced changes to their scheme, either the maximum trip entitlement, trip banding, member charge, level of Borough subsidy or double swiping. This, and the fact that the first call is on the TfL budget, explains why only 55% of the Borough budget was spent in 2014/15. The alternative of increasing a Borough budget in year is considered unlikely given wider financial constraints, particularly as Taxicard is a non-statutory scheme.
- 6.12.9 The overall Borough underspend of £1.59m in 2014/15 equates to approximately 195,000 additional trips. Based on an average volume of 104,000 trips taken each month, this financial 'capacity' equates to less than 2 months of trips. It is, however, important to note that this 'capacity' is not uniform across all Boroughs and for a number of Boroughs there is very little, or no, financial capacity available.
- 6.12.10 Any measures introduced to reverse the decline in trip making will need to recognise these funding constraints and the potential liability with the unused allocation. It is recommended therefore that the funding structure and methodology needs to be reviewed so that there is a sustainable funding model in place.

### **6.13 Borough scheme parameters**

- 6.13.1 It is for each Borough to determine its own scheme parameters annually, including the trip entitlement limit (whether annual or monthly), the minimum member charge, the level of Borough subsidy for each of the three taxi tariffs and whether double swiping is permitted. Whilst there is some commonality across Boroughs offering a 104 annual trip allowance, a £2.50 member charge, an £8.30 Borough subsidy for Tariff 1 and allowing double swiping, there are in practice many variations. Where trip banding is in place there are several variations in the way in which the allocation is determined, for example through assessed need or the holding of a Freedom Pass. It is also for each Borough to determine its own approach to requests from individual members for additional trips.

| BOROUGH PARAMETERS     | Annual Single Trip Limit |         | Annual Bands |           | Monthly limit: rolled over |           | Monthly limit: not rolled over |         | Minimum member charge per trip |         | Tariff 1 |         | Double Swiping |         |
|------------------------|--------------------------|---------|--------------|-----------|----------------------------|-----------|--------------------------------|---------|--------------------------------|---------|----------|---------|----------------|---------|
|                        | 2015/16                  | 2010/11 | 2015/16      | 2010/11   | 2015/16                    | 2010/11   | 2015/16                        | 2010/11 | 2015/16                        | 2010/11 | 2015/16  | 2010/11 | 2015/16        | 2010/11 |
| Barking and Dagenham   |                          |         | 50/104       | 36/60/104 |                            |           |                                |         | £ 2.50                         | £ 2.50  | £ 8.30   | £ 8.30  | NO             | YES     |
| Barnet                 | 104                      | 104     |              |           |                            |           |                                |         | £ 2.50                         | £ 2.50  | £ 8.30   | £ 8.30  | NO             | NO      |
| Bexley                 | 104                      | 104     |              |           | 8                          | 8         |                                |         | £ 2.50                         | £ 2.50  | £ 8.30   | £ 8.30  | YES            | NO      |
| Brent                  |                          |         |              |           |                            |           |                                |         | £ 2.50                         | £ 2.50  | £ 8.30   | £ 8.30  | YES            | YES     |
| Bromley                |                          |         |              |           | 8                          |           | 8                              |         | £ 2.50                         | £ 2.50  | £ 8.30   | £ 8.30  | YES            | YES     |
| Camden                 |                          |         |              | 48/72     |                            |           |                                |         | £ 2.50                         | £ 2.50  | £ 10.30  | £ 10.30 | YES            | YES     |
| City of London         |                          |         | 40/60/104    | 40/60/104 |                            |           |                                |         | £ 2.50                         | £ 2.50  | £ 8.30   | £ 8.30  | YES            | YES     |
| Croydon                | 78                       | 78      |              |           |                            |           |                                |         | £ 2.50                         | £ 2.50  | £ 8.30   | £ 8.30  | NO             | YES     |
| Ealing                 |                          | 144     | 50/104       |           |                            |           |                                |         | £ 2.50                         | £ 1.50  | £ 8.30   | £ 10.30 | YES            | YES     |
| Enfield                |                          |         |              |           | 8                          | 8         |                                |         | £ 2.50                         | £ 2.50  | £ 8.30   | £ 8.30  | YES            | YES     |
| Greenwich              | 104                      | 104     |              |           |                            |           |                                |         | £ 2.50                         | £ 2.50  | £ 8.30   | £ 8.30  | YES            | YES     |
| Hackney                | 104                      | 104     |              |           |                            |           |                                |         | £ 2.50                         | £ 2.50  | £ 8.30   | £ 8.30  | YES            | YES     |
| Hammersmith and Fulham | 104                      | 104     |              |           |                            |           |                                |         | £ 2.50                         | £ 2.50  | £ 8.30   | £ 8.30  | YES            | YES     |
| Haringey               | 104                      | 104     |              |           |                            |           |                                |         | £ 2.50                         | £ 2.50  | £ 8.30   | £ 8.30  | YES            | YES     |
| Harrow                 | 48                       | 104     |              |           |                            |           |                                |         | £ 2.50                         | £ 1.50  | £ 8.30   | £ 10.30 | YES            | YES     |
| Havering               |                          |         |              | 104/36    |                            |           |                                |         | £ 2.50                         | £ 2.50  | £ 8.30   | £ 8.30  | YES            | YES     |
| Hillingdon             |                          | 72      |              |           |                            |           |                                |         | £ 2.50                         | £ 2.50  | £ 8.30   | £ 8.30  | YES            | YES     |
| Hounslow               | 104                      | 104     |              |           |                            |           |                                |         | £ 2.50                         | £ 2.50  | £ 8.30   | £ 8.30  | YES            | YES     |
| Islington              |                          |         | 52/104       | 52/104    |                            |           |                                |         | £ 2.50                         | £ 2.50  | £ 8.30   | £ 8.30  | YES            | YES     |
| Kensington and Chelsea |                          |         |              |           | 10                         | 10        |                                |         | £ 2.50                         | £ 2.50  | £ 8.30   | £ 8.30  | YES            | YES     |
| Kingston Upon Thames   | 104                      | 104     |              |           |                            |           |                                |         | £ 2.50                         | £ 2.50  | £ 8.30   | £ 8.30  | YES            | YES     |
| Lambeth                |                          |         |              |           | 8                          | 12        |                                |         | £ 2.50                         | £ 1.50  | £ 8.30   | £ 10.30 | YES            | YES     |
| Lewisham               | 104                      | 104     |              |           |                            |           |                                |         | £ 2.50                         | £ 2.50  | £ 8.30   | £ 8.30  | YES            | YES     |
| Merton                 | 72                       | 72      |              |           |                            |           |                                |         | £ 2.50                         | £ 2.50  | £ 8.30   | £ 8.30  | YES            | YES     |
| Newham                 | 144                      | 104     |              |           |                            |           |                                |         | £ 2.50                         | £ 2.50  | £ 8.30   | £ 8.30  | YES            | YES     |
| Redbridge              | 104                      | 104     |              |           |                            |           |                                |         | £ 2.50                         | £ 2.50  | £ 8.30   | £ 8.30  | NO             | YES     |
| Richmond Upon Thames   |                          |         | 104          |           |                            |           |                                |         | £ 2.50                         | £ 1.50  | £ 8.30   | £ 10.30 | YES            | YES     |
| Southwark              |                          | 144     |              |           |                            |           |                                |         | £ 2.50                         | £ 2.50  | £ 8.30   | £ 8.30  | YES            | YES     |
| Sutton                 |                          |         | 24/104       | 24/104    |                            |           |                                |         | £ 2.50                         | £ 2.50  | £ 8.30   | £ 8.30  | YES            | YES     |
| Tower Hamlets          |                          |         |              |           | 4/8/12/16                  | 4/8/12/16 |                                |         | £ 1.50                         | £ 1.50  | £ 10.30  | £ 10.30 | YES            | YES     |
| Waltham Forest         | 104                      | 104     |              |           |                            |           |                                |         | £ 2.50                         | £ 2.50  | £ 8.30   | £ 8.30  | NO             | NO      |
| Wandsworth             |                          |         |              |           |                            |           |                                |         | £ 2.50                         | £ 2.50  | £ 8.30   | £ 8.30  | NO             | NO      |
| Westminster            |                          |         | 72/86/96/120 |           |                            |           |                                |         | £ 2.50                         | £ 2.50  | £ 8.30   | £ 8.30  | NO             | NO      |

**Borough Parameters Comparison: 2015/16 and 2010/11**

Negative change for scheme member

Positive change for scheme member



6.14.6 However, PHV complaints have risen from 6<sup>th</sup> in the ranking to 1<sup>st</sup>. The volume of PHV complaints has increased from 4% to 27% in this period but PHV trip volumes have only gone up from 12% to 19% of all trips. A 58% increase in PHV trips has therefore given rise to a more than 6-fold increase in complaints. The reasons behind these complaints are detailed earlier in this section of the report and are described in the case studies and Borough stakeholder responses. This issue was also identified in the Harrow Taxicard consultation, in particular differing driver attitudes to giving assistance from the members front door and into the vehicle. If the decline in trip making is to be reversed then there is a clear need to address the PHV element of the scheme.

6.14.7 Key performance indicators are reported against ASAP bookings and Advance bookings. The combined average of these 2 KPIs is as tabulated below. This shows that since 2011/12 there has been a consistency to the number of Boroughs where the service does not meet the KPI standard.

| PERFORMANCE STATISTICS SUMMARY                      | 2010/11 | 2011/12 | 2012/13 | 2013/14 | 2014/15 | 2015/16 YTD |
|---|---------|---------|---------|---------|---------|-------------|
| Number of Boroughs outside combined average 95% KPI | 14      | 8       | 7       | 9       | 8       | 8           |
| <b>Boroughs falling outside of average KPI</b>      |         |         |         |         |         |             |
| Hackney   |         |         |         |         |         |             |
| Lambeth   |         |         |         |         |         |             |
| Enfield   |         |         |         |         |         |             |
| Islington   |         |         |         |         |         |             |
| Wandsworth  |         |         |         |         |         |             |
| Southwark   |         |         |         |         |         |             |
| Haringey  |         |         |         |         |         |             |
| Tower Hamlets                                       |         |         |         |         |         |             |
| Hillingdon  |         |         |         |         |         |             |
| H&F   |         |         |         |         |         |             |
| Camden  |         |         |         |         |         |             |
| Hounslow  |         |         |         |         |         |             |
| Bexley  |         |         |         |         |         |             |
| Barnet  |         |         |         |         |         |             |
| Waltham Forest                                      |         |         |         |         |         |             |
| Brent   |         |         |         |         |         |             |
| Ealing  |         |         |         |         |         |             |

**Taxicard Service Performance Summary by Borough**

6.14.8 Analysis of the survey response to Q14 shows that the number of members who stated that improvements in reliability would encourage them to take more trips rose from 19% in all Boroughs to 27% in the worst 4 performing Boroughs in the above Table (Hackney, Lambeth, Enfield and Islington).

6.14.9 In terms of reliability for wheelchair users, in survey Q14 15% of wheelchair user respondents would like to see greater availability of taxis to enable them to use the service more, compared to only 8% of non-wheelchair user respondents.

## 7. Review Recommendations

- 7.1 The aims of this usage review have been to establish the reasons why Taxicard trips have continued to fall year on year, to identify measures that need to be taken to address that reduction, to examine members' expectations of the scheme and to assess members overall door-to-door transport needs.
- 7.2 From the views expressed in the survey, case studies, mobility forum and through Borough officer discussions it is evident that the majority of members are highly satisfied with Taxicard, it is a 'highly respected' service, members find most drivers excellent and the Call Centre courteous and helpful.
- 7.3 A key consideration is therefore to understand whether members transport needs are being met through the overall mix of transport services available to them, even though the number of Taxicard trips taken each year continues to fall. It is clear from the TfL research detailed in section 6 that a significant number of disabled and older people continue to find the use of public transport either impossible or difficult, principally for reasons of accessibility, cost, comfort and availability/reliability.
- 7.4 The combination of a significant number of disabled and older Londoners continuing to have difficulty with using public transport, the lack of awareness of Taxicard but the high level of satisfaction of those who are members, makes Taxicard an appropriate and desirable scheme to fund, maintain and develop as part of the overall mix of door-to-door services in London. To this must be added the predicted demographic growth in older and disabled Londoners, which is likely to lead to increased demand in itself. There will be many non-members whose door-to-door transport needs are not being, or will not be, met and where Taxicard could provide an appropriate solution. For many existing members, Taxicard is their only means of getting out and about.
- 7.5 So, whilst in our survey most respondents said that their door-to-door transport needs were being met generally, this needs to take into account that the survey cohort was made up exclusively of those who had been members for three or more years. Many acknowledged that their personal mobility had deteriorated to the point where they simply had less need to use not just Taxicard but all transport schemes; there had been no conscious decision to reduce their use of Taxicard. It is also clear that many disabled Londoners are simply not aware of Taxicard and that few Boroughs actively encourage members to take trips or promote the scheme to residents who are not members.
- 7.6 From the survey and analysis, the decline in the volume of trips being taken is evidenced through:
- Those who are older travelling less generally, not just on Taxicard
  - Fewer long-term members taking trips each year, i.e. fewer 'active' members



- 7.13 It is clear from the survey that a significant proportion of the trips currently taken are for hospital and GP appointments, purposes for which the scheme was never originally designed. In particular, the high trip volume users, and the majority of those requesting additional trips above their Borough allocation, are those members using the scheme to make regular trips for health appointments. Whilst accepting the difficulty of preventing use for this purpose, there is at present a muddled and inconsistent approach across Boroughs, with members having a confused understanding over their entitlement to use Taxicard for this purpose.
- 7.14 If the scheme continues to accept this journey purpose then this use is likely to continue to grow given the more restrictive approach being taken by the NHS to entitlement to NEPTS. Previous efforts to engage meaningfully with the NHS PCTs proved difficult and we do not underestimate that similar difficulties may also arise with the CCGs. However, we believe there needs to be greater clarity over this. If this use were to be curtailed then it would enable additional social/leisure trips to be made without the need to identify additional levels of funding.
- 7.15 Subject to the strategic approach above, the implementation of measures designed to reverse the decline in trip making will inevitably lead to increased costs to the commissioners. At present the responsibility for any 'overspend' above the combined TfL/Borough budget sits with individual Boroughs. The introduction of the formula funding model in 2011, and the reducing volume of trips year-on-year, has resulted in several Boroughs being able to cut their own funding contribution to meet only the administration charge, with no contribution needed towards trip costs, the TfL contribution meeting the cost of the volume of trips currently being taken.
- 7.16 Given that most members do not take their full trip entitlement there is already significant potential for Borough costs to grow should existing members see a revised scheme as meeting more of their needs. Most Boroughs are now managing the scheme so as to be sustainable within their current level of contribution, recognising that implementing any changes in response to cost pressures can take a substantial period of time. In order to maintain control over their costs, Boroughs in practice only have direct control over membership and trip entitlement and this has resulted in some Boroughs reducing trip entitlement or introducing/adapting trip banding models.
- 7.17 The practical reality is that, given the significant pressures across all Borough funding, it is considered unlikely that what would now be 'new' Borough funding would be found to meet the cost of an increased level of trip making in what is a non-statutory scheme. We would endorse the point made in the London Assembly report that without a clear strategy to meet demand it is likely that services will need to be rationed ever more strictly. If the scheme is to grow sustainably then, in our view, the basic funding structure and methodology needs to be reviewed. This inevitably will lead to a need to consider the impact of any changes on trip entitlement, member charge and trip subsidy, which should ideally be consistent across London.

|                    |                        |   |
|--------------------|------------------------|---|
| 5                  | Consistency of service | <ul style="list-style-type: none"> <li>• Subject to an impact assessment and available funding, develop a common standard for trip entitlement, (and a consistency in the banding model if that is preferred) member charge, Borough subsidy and double swiping across London.</li> <li>• This should look to offer greater flexibility to the user in the use of their allocation.</li> </ul>                          |
| <b>Operational</b> |                        |   |
| 6                  | Publicity/promotion    | <ul style="list-style-type: none"> <li>• Introduce a campaign to promote greater knowledge of Taxicard.</li> </ul>  |
| 7                  | Reliability            | <ul style="list-style-type: none"> <li>• Develop improved journey allocation system for black cabs to better guarantee vehicle availability for each booking.</li> <li>• Improve vehicle availability for wheelchair users.</li> </ul>  |
| 8                  | User affordability     | <ul style="list-style-type: none"> <li>• Subject to a financial impact assessment, review member charge, Borough subsidy and double swiping so as to develop a more affordable scheme for the user.</li> <li>• Deliver a significant expansion of the taxi fixed price scheme and/or consider other measures to mitigate impact of waiting/boarding time and traffic congestion on trip cost.</li> </ul>                |
| 9                  | PHV service quality    | <ul style="list-style-type: none"> <li>• An improved driver training programme as a condition of contract, as set out in the TfL Social Needs Transport Roadmap, to include better disability training and knowledge of the geographic area/s covered.</li> <li>• Provide greater consistency of PHV provider to user.</li> <li>• Improve PHV provider/driver to user communication for individual journeys.</li> </ul> |

**Richard Massett's  
First Witness Statement  
Statement made on  
22 September 2017**

**IN THE MATTER OF:**

**THE PLANNING ENQUIRY  
THE CAMDEN (TORRINGTON PLACE TO TAVISTOCK SQUARE)  
(PRESCRIBED ROUTES, WAITING AND LOADING RESTRICTIONS  
AND LOADING PLACES)  
TRAFFIC ORDER (2017) ROAD TRAFFIC REGULATION ACT**

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**EXHIBIT**

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Exhibit RM4 to Witness Statement of Richard Massett.



### Our services

#### News and Events

Age UK Bexley Social Media

Crime Prevention advice

Time To Renew Your Freedom Pass!

DD And E-Billing – As Easy As A-B-C

Reduce Your Risk by Moving to The Beat

Bexley's Register Office To Move To Danson House

Sheltered Support Worker Service

Raising money for Make a Wish

Social Prescribing

Befriending service for the people of Bexley Borough

Fun at Hadlow DC

Hydration

Birchgrove Consultation with local residents in Sidcup

Weekday Evening And Weekend GP Appointments

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#### Products and Services

#### Contact us

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#### Age UK Bexley Annual Review

#### Jobs with Age UK Bexley

#### Help

#### Our Charity Shop

#### Privacy policy

#### Safeguarding Adults at Risk

#### Terms & Conditions

## Time To Renew Your Freedom Pass!

08 January 2016

If you are an older resident and have a Freedom Pass that expires on 31 March 2016 you should soon receive a letter explaining how to renew it.

That letter has a unique renewal number. As soon as you receive the letter you need to log on at <http://secure.freedompass.org/account/renew> to renew your Pass.

Free internet access is available at all Bexley libraries.

New passes take up to four weeks to arrive, so it is important that you renew as soon as you receive your letter.

"We spend £8 million a year to pay for Freedom Passes for our residents - which shows our commitment to supporting local people to live as independently as possible," said Council Leader, Cllr Teresa O'Neill OBE.

In Bexley 4,451 elderly persons' Freedom Passes and almost 500 disabled persons' Freedom Passes are due for renewal this spring.

Letters have already been sent to the holders of disabled persons' Freedom Passes that are due for renewal. If you are affected and have not received a letter, please visit the website mentioned below.

The Freedom Pass scheme in Bexley is administered on the Council's behalf by the Inspire Community Trust.

More information is available online at <http://www.inspirecommunitytrust.org/services/blue-badge-freedom-pass/freedom-pass-scheme.html>

**Richard Massett's  
First Witness Statement  
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**THE PLANNING ENQUIRY  
THE CAMDEN (TORRINGTON PLACE TO TAVISTOCK SQUARE)  
(PRESCRIBED ROUTES, WAITING AND LOADING RESTRICTIONS  
AND LOADING PLACES)  
TRAFFIC ORDER (2017) ROAD TRAFFIC REGULATION ACT**

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**EXHIBIT**

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Exhibit RM5 to Witness Statement of Richard Massett.

Printed from [https://www.whatdotheyknow.com/request/disabled\\_freedom\\_passes\\_6](https://www.whatdotheyknow.com/request/disabled_freedom_passes_6) on September 21, 2017 16:00

WhatDoTheyKnow

## Disabled Freedom Passes

[Christopher Stapleton](#) made this Freedom of Information request to [Camden Borough Council](#)

Follow 1 follower

The request was **partially successful**.

Christopher Stapleton **27 October 2014**

**Delivered**

Dear Camden Borough Council,

I would be grateful if you would answer the following questions:

- (1) Have there been any changes in your borough's eligibility criteria for disabled freedom passes over the last eight years?
- (2) If the answer to question 1 is 'yes', what have these changes been?
- (3) If the answer to question 1 is 'yes', when did the changes take place?
- (4) How many disabled freedom passes did your borough issue in each year since, and including, 2006?

Thanks in advance,

Yours faithfully,

Christopher Stapleton

Stephen Carter, Camden Borough Council **28 October 2014**

**1 Attachment**

9744126.htm

13K **Download**

Yours sincerely

Stephen Carter  
Information Access Officer (HASC)

Email: [email address]  
Phone: 0207 974 4372

Stephen Carter, Camden Borough Council 26 November 2014

**1 Attachment**

9744126.htm  
13K **Download**

Camden Council - Information request (FOI/EIR) - Housing and adult social care

Our reference: 9744126

Dear Mr. Stapleton

Re: Freedom of Information Act 2000

Further to your email, received on 27 October 2014, we are pleased to enclose ttach the requested information. We apologise for the days delay in getting this information to you  
You requested

I would be grateful if you would answer the following questions:

(1) Have there been any changes in your borough's eligibility criteria for disabled freedom passes over the last eight years?

Response: Yes

(2) If the answer to question 1 is 'yes', what have these changes been?

Response: Removal of discretionary passes.

(3) If the answer to question 1 is 'yes', when did the changes take place?

Response: April 2011

(4) How many disabled freedom passes did your borough issue in each year since, and including, 2006?