

MOBILITY FORUM REPORTS

23 March 2016

London Dial-a-Ride and Travel Mentoring Report

1. Dial-a-Ride

Dial-a-Ride performance continues to be affected by the impact of driver shortages however the first training course for new recruits is starting in the second week of April. Dial-a-Ride drivers undergo a five week BTEC course leading to a Level 2 BTEC qualification. The training course has been reviewed and updated and now includes the new Dial-a-Ride Disability Equality Training module developed in partnership with Transport for All and Inclusion London and delivered by disabled people themselves.

Alongside these improvements to training, Dial-a-Ride is currently pilot testing an e-learning module which is aimed at Community Transport drivers covering Dial-a-Ride journeys. The e-learning will teach these drivers a shortened version of the Dial-a-Ride BTEC training with a particular focus on how they are expected to assist passengers door to door when working on behalf of Dial-a-Ride.

2. Travel Mentoring

Dial-a-Ride's travel mentoring team continue to work in the borough to encourage more disabled people to use mainstream transport options such as the tram and the bus. The local partners in this work are Croydon Care Solutions, together with the local police Safer Transport Team and bus Revenue Inspectors. Attendees are generally a mixture of adults and children from the borough with mobility and learning disabilities.

Croydon Bus Day is held every third Thursday of the month and if Forum members are interested in attending they should initially contact our Travel Mentoring Team on 0203 054 4361.

The Travel Mentoring team have also been involved in extending the 'bus day' concept to the Croydon Tram and recently worked with Croydon Care Solutions, Croydon Council, Tramlink and the BT Police and revenue teams to run a very successful Croydon Tram Day.

Individuals thinking about using mainstream public transport for the first time can also contact our Travel Mentoring team to arrange a series of accompanied journeys to help build their confidence using any public transport modes. Similarly any voluntary sector organisations in the borough who might be interested in setting up their own local Travel Mentoring service can also contact our team for support and guidance. Again the number to contact is 0203 054 4361.

Travel Services report for Croydon Mobility Forum 23-03-2016

1. Taxicards

News from Cityfleet – they are almost ready to launch a new cab/PSV booking app. suitable for use on tablets, computers and smartphones, which should simplify the booking process and reduce waiting times for those customers who telephone the booking line by reducing the number of calls handled. This app should be available before the end of June. Work to design an on-line Taxicard application form have been cancelled as the ongoing review of door to door transport will potentially see major changes which could mean an on-line application portal for Taxicard may have a short period of use. More likely that the report which should be presented to the Transport Executive Committee end of this month will recommend a combined application for both Taxicard & Dial a Ride.

2. Blue Badges

From 01-04-2015 to 29-02-2016 (11 months) a total of 1,077 new blue badges and 2,331 repeat badges have been issued. On 15-11-2015 the Blue Badge portal reached through www.gov.uk was enhanced to allow applicants to upload proof of identity, address and eligibility as well as their photographs when applying online. This portal can be used for applying for blue badges, reporting lost or stolen badges or reporting changes of circumstances such as name or address change. The number of residents applying online has been steadily increasing and in February 2016 exceeded 70% of our BB applications for the first time. Since November 2015 between 60-80% of online BB applicants have successfully used the upload facility to make the process more efficient. For a short period of time an “unofficial” website appeared on the internet, however this site charged applicants £49 for every application made (successful or not) and claimed to facilitate the process. In effect applicants were paying this money without gaining any advantage. You may have seen the press release which Croydon issued warning residents to avoid this scam site and use only the official site – or the One Show program which highlighted this issue. We were pleased to hear three weeks ago that Department for Transport had successfully forced the closure of the rogue website but warned disabled people and carers that they should be alert to any new websites popping up. If you see anything suspicious please report it to [travel.service @croydon.gov.uk](mailto:travel.service@croydon.gov.uk) and we will alert DfT.

3. Freedom Passes

The 2016 reissue is well underway. As of 14 March 5012 of 6648 Croydon older persons have taken action to renew their passes. This amounted to 75.39%. Historically only 80% of pass holders take action to renew by the 31 March. In Croydon I am pleased to report that 3979 older people successfully applied online compared to 1033 who returned the paper form. (59.85% online, 15.54% paper, 24.61% no action yet.) No news yet whether there will be a “period of grace” for those who fail to take action in time. On 16 March London Councils issued a bulletin to the boroughs stating their intention to use the lessons learned from the Older Persons application portal to design and launch an on-line application portal for London’s disabled persons. This would address the current inequality and is very welcome news. The bulletin advised that London Councils will be working towards

go-live in Summer 2017 and asked for any boroughs interested in being involved to get in touch. I replied the same day volunteering our boroughs services for the project team.

<http://news.croydon.gov.uk/unofficial-blue-badge-application-site-closed/>

Public Transport

London Trams

Report to Mobility Forum – March 23rd 2016

Another busy period for London Trams as we continue to work to make travelling by tram as easy and convenient as possible for all users.

Young Persons' Tram Day, 25th February.

Following from the “Meet the Tram Days” highlighting accessibility features, on 25th February we held a similar event, in conjunction with Lauren Ashley-Boyall of Croydon Care Solutions, and Croydon Council for young persons with special needs.



This event was an opportunity for young people and children from SEN schools that have never used a tram before, and might not otherwise have the opportunity to take a tram ride.

They met Tram staff, along with the TfL Travel Mentor Janet Fish and British Transport Police.

Each group undertook the following activities;

- visit the drivers cab, sit in the drivers seat,
- practice safe crossing of tram tracks
- using the help point

We then took a ride on the special tram round the town centre.

Town Centre Closure.

Trams will not run between East Croydon and Reeves Corner, Good Friday 25th March to Saturday 2nd April. This is for track renewal works and other upgrades by Croydon Council. Line 4 will not run, and there will not be a service at Elmers End early mornings and evenings and all day Sunday and Easter Monday. Local buses will accept valid tram tickets.

Visit to East Croydon.

Joint site visit on the new stop with Yusuf Osman scheduled for April 1st.

Nick Baker

Head of Customer Services.

Croydon Mobility Forum - 23 April 2016 – GTR update

GTR Accessibility Manager

Antony Merlyn commenced as GTR Accessibility Manager at end February 2016 (antony.merlyn@gtrailway.com)

Access Ambassadors

Network of Accessibility Ambassadors now in place - Nick Storie is the ambassador covering the London metro area and working with Antony Merlyn (newly appointed Accessibility Manager) raising awareness of accessibility across the GTR network. Nick's is also in place as a Local Development, with responsibility for maximising third party partnership funding.

East Croydon Platform work

Network Rail will shortly be commencing work to reduce the step height at East Croydon Platforms 1&2, with work due to start 4th April, with anticipated 28 week programme.

Modernising our Stations

At Southern, Thameslink and Great Northern, we want to modernise the way we operate approximately 80 of our busier stations for the benefit of passengers, many of whom now buy their tickets online, or use Oyster, contactless and smartcards. Where sales from ticket offices are low, we want to bring staff out from behind the windows and on to the concourse to work where they're needed most, as Station

Hosts, providing assistance and helping sell tickets from ticket machines and their own handheld devices.

All the affected stations will be staffed from the very first train of the day to the very last, seven days a week. This will drive other customer benefits – we'll also be able to increase the opening hours of facilities passengers have told us are important, such as waiting rooms, toilets and lifts.

These proposals have been opened to public and will be discussed with London TravelWatch and Transport Focus and require approval from the Department for Transport. We are also speaking to our trades unions about this. There will be no compulsory redundancies as a result of our plans.

There are three bands of stations identified: Stations where we sell fewer than 12 tickets an hour: here we propose to bring staff out from behind the ticket office windows and on to the concourse where they're needed most, to provide assistance and help sell tickets from ticket machines and their own handheld devices. Stations where we sell more than 12 tickets an hour but where most passengers still use ticket machines and other ways to pay such as Oyster, contactless and smartcards: here we propose to relocate the ticket selling equipment to a station hosting point so the staff are available on the concourse to provide assistance but still able to sell tickets for longer than ticket offices are currently open. Stations where we still rely heavily on ticket offices in the peak: Here we propose to staff the ticket office window at peak times but we will also position ticket selling equipment at a station hosting point so the staff are available on the concourse.

Easter rail services

Passengers are being urged to check before travelling over Easter as major improvement work on the railway means Southern and Gatwick Express services will be amended over the Easter weekend of 25 – 28 March.

The Network Rail project at Battersea, which replaces a major railway junction, means Southern and Gatwick Express trains will not be able to use London Victoria station. Southern will run a revised service on the rest of the network, but the Gatwick Express service will not run at all.

Travel by train between London, Gatwick Airport and the coast will still be possible, from London Bridge or London Blackfriars using Southern or Thameslink trains.

Further details at <http://www.southernrailway.com/your-journey/plan-your-journey/easter-2016>

'Try a Train' Days

We have started our programme of Try a Train Days. These events provide an ideal opportunity for those who lack confidence travelling by train to visit our stations, experience a train journey to an enjoyable location, and to demonstrate how easy train travel can be. Further details on the attached.

December 2018 Timetable

Consultation regarding the December 2018 timetable (linked to completion to Thameslink Programme) due Summer 2016. Further details to follow.

Antony Merlyn - Accessibility Manager, GTR 07890 533429

LOROL Report to Croydon Mobility Forum

Introduction

LOROL operates the services which operate from West Croydon and Norwood Junction towards Dalston Junction and Highbury & Islington.

Performance

PPM			
	ELL	PERIOD TARGET	OVERALL
Period 12 Result	94.97%	93.0%	95.52%
MAA	93.16%	-	94.25%

Performance on the East London Line route has been disappointing. This has been mostly due to problems with the Network Rail Infrastructure as well as knock on effect from other TOCs with disrupted service.

We continue to work with Thameslink, Southern and Network Rail to reduce these delays. LOROL has now devised an Internal Improvement plan which looks at the relationship with Network Rail, other TOCs and internal factors such as managing illness to passengers on board.

Improvements in 2016

- All our customer service staff have now completed a World Host training course, a model based on the same customer service programme delivered to all hosts for the London 2012 Olympics.
- In addition to this, staff have now been provided with iPads and iPhones, giving access to websites and apps containing live service information. This lends to better availability of information to our staff particularly during times of disrupted services.

IN 2015, all trains on the ELL have been extended to five carriages in length. This is a significant investment by TfL to improve space on board our trains, and is reflective of the increasing number of customers using the route. The final 4 carriage Overground trains were converted over Christmas, so that the entire electric fleet is now 5 carriages long across the network.

The lifts at New Cross Gate are now in use and are receiving positive feedback from customers.

TUAG Update

According to the numbers I have we are currently sat at exactly 50% of stations step free, in October it was only 48%.

Journeys made using TUAG now sits at 27,339.

This Year – New operator announcement

The Transport for London (TfL) has announced its intention to award the next contract to operate London Overground services to Arriva. The new contract commences on 13 November 2016 when our current contract expires and demonstrates TfL's commitment to drive further improvements on the London Overground with plans for more frequent services and new trains for the Gospel Oak to Barking and West Anglia routes.

Kai-Nneka Townsend

Stakeholder & Community Manager
London Overground Rail Operations Ltd.

Stephen Aselford's Public Transport News

Tram

London Trams will have the central Croydon loop suspended while track renewal works in Church Street, no service between East Croydon and Reeves Corner

Rail

Network Rail will be working on the railway this Easter (25-28 March)

A major junction renewal at Battersea Park means there will be no Southern service to and from London Victoria from Good Friday 25 March up to and including Easter Monday 28 March. Gatwick Express services will not run at all, although Southern and Thameslink services will run to/from the airport from London Bridge and Blackfriars respectively there will be trains to Clapham Junction

Rail Replacement Buses will run between Victoria and Clapham Junction

Southern Railway now part of GTR have appointed a new Access Manager who is Antony Merlyn we welcome him who has taken over from Kirsty Monk