

The journey towards the vision for a world class Assisted Transport Services (February 2021)

Objective	Improvement Initiative	Detail of initiative	Status in February 2021	Current Status – December 2021	Expected Delivery Date
Create an integrated umbrella identity for ATS	1. Assisted Transport Services (ATS) umbrella identity	Develop a new umbrella identity for ATS to build joint identity across the existing delivery partnerships.	Complete – identity developed and ready for use for joint initiatives with London Councils and other future institutional partners when piloting innovation or integration across the broader ATS offering.	n/a	
	2. Joint taxi and Private Hire Vehicle (PHV) procurement	TfL/London Councils Joint framework for the procurement of taxi and private hire elements of Taxicard, Dial-a-Ride and Capital Call services. Set up common customer service standards and performance management structures.	Complete – Joint contract is in place covering the Taxicard, Dial-a-Ride and Capital Call elements of the contract.	n/a	

	3. Strategy to raise profile of ATS as important customer market for taxi and PHV trade	Work with TfL Taxi and Private Hire (TPH) to encourage the supply of high-quality taxi and PHV drivers for the delivery of ATS journeys across London.	Discussions ongoing with TPH over potential for developing strategies to ensuring future supply of suburban taxi and HGV drivers for ATS services.	Conversations have expanded to include DaR / Taxicard provider. Provider working with knowledge companies and other partners to attract drivers into the trade.	Regular forums currently in place.
	4. Relaunch e-learning for taxi and PHV drivers	An e-learning course for taxi and PHV drivers undertaking ATS work has been developed by TfL, modelled on Dial-a-Ride driver training.	As at start February, over 800 taxi drivers have completed the ATS e-learning training, representing approximately 90% of taxi drivers actively undertaking ATS work at present.	This work has now been completed, though TfL will continue to update the course as required.	
One stop shop platform for Assisted Transport Services	5. Dial-a-Ride and Capital Call alignment	Dial-a-Ride and Capital Call merged booking centre.	Complete – Merged booking system in operation.	n/a	
	6. Integrated customer feedback	Integrated customer feedback for Capital Call, Dial-a-Ride and Taxi services.	Complete – The joint contract has been awarded to City Fleet and greater integration of TfL TPH driver complaints is in place.	n/a	

	<p>7. Use Dial-a-Ride delivery partners to provide delivery of services to suit customer needs</p>	<p>Use taxis and community transport to support Dial-a-Ride services where suitable for customers' needs.</p>	<p>New driver app launched, promotion delayed due to continuing Covid-19 related impact on ATS trip demand.</p>	<p>Promotion of the app has begun, though it is too early to be certain, it appears to be successful in attracting drivers.</p> <p>Drivers leaving taxi trade remains a longer-term strategic concern.</p>	<p>ComCab London will provide update on driver recruitment in next quarterly meeting, February 2022.</p>
	<p>8. Integrated booking and scheduling system</p>	<p>Develop a one-stop shop integrated booking platform for TfL ATS services, which includes capacity management, scheduling, booking and cancellations.</p>	<p>Standard Selection Questionnaire (SSQ) stage of procurement has been completed. Five bidders have progressed to Invitation to Negotiate stage. On target to complete tendering process as per timetable.</p>	<p>Invitation to Tender was released in October 2020. TfL has down-selected to the final three bidders, and is currently in negotiation.</p>	<p>Contract award December 2021.</p> <p>Go live by June 2023.</p>
	<p>9. Integrate third parties with the one stop shop (e.g. hospital providers)</p>	<p>Following pilots and Demand-Responsive Transport (DRT), use lessons learned to further develop the ATS one stop shop platform beyond TfL/London Councils to include NHS funded services, third sector services and new forms of public transport where appropriate.</p>	<p>Engagement plan expanded after linking with Bus Services to Hospital review. Some initial customer information integration achieved.</p>	<p>Patient transport services database has been compiled and shared with appropriate customer contact teams to provide to customers on request.</p>	<p>Timetable for future stakeholder engagement TBC considering Covid-19 pressures on NHS.</p> <p>Priority will be given to emerging transport issues as and when they arise in the meantime.</p>

<p>Increase awareness of the range of transport options available to customers</p>	<p>10. Integrated customer information and marketing of ATS and public transport options</p>	<p>Increase awareness of the full range of transport options, with integrated customer information about ATS and accessible public transport options.</p>	<p>Accessible Transport in London leaflet has been circulated to a variety of pan London disability organisations, boroughs and London Councils for their further distribution.</p> <p>Draft updates to the Accessible Transport in London leaflet have been produced, including information on hospital transport for the first time.</p> <p>Leaflet currently on hold pending decisions on Covid-19 changes to public transport environment</p>	<p>Accessible transport in London leaflet visuals in process of being updated to better reflect the current, Covid-safe, travel experience.</p>	<p>Accessibility Delivery Group to agree strategy regarding Accessible Transport in London leaflet.</p> <p>Once clarified, further opportunities to promote to be actioned (including with NHS Trusts and borough independent living and re-ablement services).</p>
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	11. Travel mentoring strategy	Create a new strategy to increase usage of the travel mentoring scheme.	Travel mentoring strategy has been produced– implementation dependent on Covid-19 recovery timelines. In the meantime, Covid- safe working methods have been introduced to ensure ATS customers who need to travel continue to receive the support they need.	Travel mentoring is currently focused on recommencing services, and bringing them back to pre-pandemic levels.	Travel Mentoring strategy to be agreed by February 2022 and implementation plan to be rolled out as from April 2022.
Improve TfL's understanding of the ATS market	12. Personal budgets pilot	Conduct a pilot in two London boroughs to understand customer choices between the different ATS services.	n/a – Recommendation not to proceed.		
	13. Demand responsive transport	Research opportunities to harness Demand Responsive Bus (DRB) innovations to contribute to core ATS.	The lockdown in March 2020 led to a decision to close both Sutton and Ealing DRB trials. Summary of lessons learnt in respect of links between DRB and ATS markets to be completed by January 2021.	This is complete, discussed in report above.	

	14. Customer data	Conduct data analysis and customer engagement to understand customer choice between ATS and mainstream services.	TfL Customer Experience team leading on a fresh approach to customer research that will not require a data sharing agreement to proceed.	Analysis completed.	TfL to present results at next Panel update.
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