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Door to Door Action Plan

Progress Report July 2014

Door to Door is endorsed by the following organisations:

- Association of Train Operating Companies
- Bicycle Association
- Campaign for Better Transport
- Carplus
- Confederation for Passenger Transport
- Cycle Rail Working Group
- CTC: The National Cycling Charity
- Disabled Persons Transport Advisory Committee
- Go-Ahead
- Living Streets
- Network Rail
- Passenger Focus
- Passenger Transport Executive Group
- PLUSBUS
- Sustrans
- Transport for London

July 2014

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Endorsement

The following organisations are members of the Door to Door Roundtable and have helped support delivery of the actions included in this progress report. We would like to thank them for endorsing the principles of this Action Plan and giving up their time to support the door-to-door agenda.



ASSOCIATION of TRAIN OPERATING COMPANIES



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Foreword

In March 2013 the Department launched the Door to Door Strategy aimed at improving integration between different modes of sustainable transport. We are now 15 months into delivering that strategy, and our objective remains the same. We want people to be able to make their door-to-door journeys healthier and greener and this means we must consider the whole journey, not just the individual segments that make up that journey.

As Minister of State for Transport, I have responsibility for local connectivity, smart ticketing and transport accessibility – all fundamental parts of delivering better door-to-door journeys. I want journeys by public transport, by bike or on foot, to be straightforward and well connected. This will give people the transport options they need to be able to make greener choices.

Making better door-to-door journeys a reality can only happen with ongoing partnership between many different organisations. The Department has engaged with key stakeholders on the development of this Action Plan. I would again like to thank this expert group for their continued support. They provide the drive and direction behind delivering improved door-to-door journeys.

In the last Action Plan, I said that I don't want the Door to Door Strategy to end up on a dusty shelf. This second progress report demonstrates that the Department and our partners continue to move forward across our shared ambitions to improve information for travellers, integrate transport modes and make travel more accessible. We are improving customer service, exploiting new technologies and providing better facilities. There is still more to be done, but I am pleased to be able to look back on another 6 months of moving forward.



Baroness Kramer MP

Minister of State for Transport

Executive summary

1. The Door to Door Strategy¹ was published on 14 March 2013. The strategy aims to better integrate journeys made by public transport, cycling or walking. It focuses on four core areas that need to be addressed to make it easier and more convenient for people to make their whole journey by sustainable transport modes.
2. Within the strategy, a chapter was dedicated to each of the four key areas which are:
 - Improving the quality and availability of information;
 - Making smart and integrated ticketing the norm;
 - Improving connections at every stage of the journey; and
 - Enhancing transport facilities.
3. The strategy was launched to much positive interest within the transport sector and good stakeholder support. It is well recognised that what we are trying to achieve has much wider benefits and can help boost economic growth whilst protecting the environment, support society and give a good deal for the traveller. The Department made a commitment to monitor and report on progress at regular intervals.
4. This is the second Action Plan reporting on progress since the publication of the strategy. It provides a further opportunity to highlight progress made since the launch of the strategy. The first Action Plan² was published in December 2013.
5. In the following chapters we have outlined further progress to meet those actions we committed to in the Door to Door Strategy. Much of this work has been completed in conjunction with transport providers and key stakeholders and we would like to thank them for giving up their time to support delivery of these actions.
6. Many of the ambitions identified in the original strategy require ongoing cooperation and the development of new approaches to challenges and opportunities. There is still a great deal of work to do to fulfil the potential identified. However, this second update shows the continued commitment of the Department and all stakeholders to deliver the strategy and demonstrate progress.

¹ <https://www.gov.uk/government/publications/door-to-door-strategy>

² <https://www.gov.uk/government/publications/door-to-door-action-plan>

1. Travel information

1.1 We want correct, reliable and understandable journey information to be available to people as and when they need it. We will help to deliver this through:

- Enabling all travel data to be shared openly so that passengers can get the information they need in the way that they want it;
- Building on our investment in Transport Direct;
- Working with market leaders to develop new channels for travel information.

Data sharing

Action	Progress
<p>1.2 We are funding a programme to modify the 66 Customer Information Systems which run the on-station arrival/departure screens to use Darwin (real time information system) as a source of up-to-date train running information.</p>	<p>We are funding a programme to improve the timeliness, accuracy, consistency and reliability of passenger information by providing all station Customer Information Systems with a real time feed from Darwin; National Rail Enquiries' real time information system.</p> <p>The scope of the Programme covers all Train Operating Companies and systems, which brings together 66 separate information systems across the country.</p> <p>We started the national rollout on 3rd June 2014 with Northern and will complete all systems by the end of March 2015.</p>
<p>1.3 Building on our Open Data Strategy, we are considering how to work with information owners to remove restrictions on commercial use of data so that it can be more readily shared.</p> <p>1.4 We will review the relationships between the various journey planning</p>	<p>The Open Data programme continues to make rapid progress. Transport data is the most downloaded and re-used of all data categories, demonstrating the high level of demand for this information.</p> <p>Recent progress has included further availability of rail and bus real-time data, rail fares data and accessible routes and stops for local transport services. Furthermore, a programme has established to consider the various journey planning services and their relative efficiency and coverage,</p>

services offered and seek to make these more effective, more efficient and where possible to share their data and access to the services provided.	building on Open Data and common standards.
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Promotion and development of Transport Direct

Action	Progress
<p>1.5 We will continue to promote our Transport Direct online service which enables cross-modal journey planning across Great Britain as well as raising awareness of related services such as Traveline.</p> <p>1.6 We will continue to develop the functionality of Transport Direct and promote active transport.</p> <p>1.7 We will consider the legacy implications of the Olympic Journey Planner, in particular around providing enhanced information through Transport Direct about accessible travel options for disabled travellers.</p> <p>1.8 We will look at different ways of prioritising choice on Transport Direct including by cost, emissions, fewest changes or least crowded as well as by fastest journey.</p> <p>1.9 We will investigate integrating Travel Demand Management rules into Transport Direct, as well as considering cloud computing and further improvements around timetables, bookings and integrating smart</p>	<p>The aim of the actions related to Transport Direct have been reviewed in the light of encouraging developments in the private provision of journey planning services.</p> <p>A number of Great Britain-wide public transport journey planning services have imported national Open Data for public transport to provide effective Great Britain wide public transport planning. “Google Transit” has already imported this data to its systems. These developments will provide effective nationwide planning services</p> <p>Subject to a review of coverage and quality, Government will cease to provide its own planning service (Transport Direct) due to the emergence of a dynamic, competitive market.</p> <p>Government will revert to its more conventional role of overseeing the provision of services and identifying where new functionality should be encouraged to be provided by the various new service providers in the market.</p> <p>The accessible functionality provided for London 2012 has been rolled out across Great Britain and the underlying data has also published as Open Data. In assessing the need for Government to continue to provide a journey planning service, the Government expects that an on-going accessible planning capability must be provided for end-users within the new service provision.</p> <p>In our emerging role in overseeing the market we will encourage innovation to give users as much choice and prioritisation as is sensible and technically feasible.</p> <p>Transport for London and Network Rail, with support from Transport Direct, have developed</p>

ticketing data.	plans for integrating “Travel Demand Management” (TDM) into journey planning starting with the major London Bridge development works.
1.10 We are working with the Journey Solutions Partnership to improve the information available online about PLUSBUS, an integrated rail and bus ticket.	Some improvements have been made to PLUSBUS zones and this is incorporated into the NaPTAN database specification that is used by many journey planning systems. Journey Solutions are working with the South East Flexible Ticketing (SEFT) team and the new journey planning service providers to increase the coverage of data in the future systems.

New channels of travel information

Action	Progress
1.11 We will work with the newly launched Transport Systems-Catapult Centre to develop new applications that will provide consistent, comprehensive and easily accessible information.	<p>Transport Systems Catapult (TSC) has appointed its independent board and a CEO. Early challenges that will be addressed through the Catapult include seamless journey systems, journey assistance systems, infrastructure integrity and security, connected vehicles, and novel economic and business models.</p> <p>DfT have been working closely with the catapult on the development of their Customer Experience programme. This incorporates a number of smaller projects that will develop innovative solutions to modal integration, journey planning and execution, in-journey information especially during disruption, and ticketing and fare collection. The TSC will develop accelerated products and services that will enable easier and more convenient door-to-door journeys.</p>
1.12 We will continue to work with the Confederation of Passenger Transport on the development of Bus for Us, an online portal for young people that provides details of bus operators, services, facilities, ticket types and discounts.	<p>The Confederation of Passenger Transport (CPT) continues to lead the development of the Bus for Us portal. The website is receiving approximately 3000-4000 hits per month. CPT are hopeful that the recent Greener Journeys “Catch the Bus Week” campaign may generate further growth, as Bus for Us successfully provided the site’s journey assistant..</p> <p>Plans to further develop the site and increase functionality are under consideration, in particular ways in which Bus for Us can provide a greater service to blind and visually impaired people through improved compatibility with the “VoiceOver” screen reader and current/next stop</p>

	<p>alerts.</p> <p>CPT are also considering:</p> <ul style="list-style-type: none">• Scheduled and real departure times for services at all bus stops along a route (not just the start point);• Details of all connecting services;• Facility to plan and research a future trip;• Email/text alert service to remind a person that a particular service is due to leave.
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2. Smart and integrated ticketing

2.1 We will use smart technology to deliver seamless door-to-door journeys making it easier to use public transport. We will help to deliver this through:

- Delivering the South East Flexible Ticketing Programme (SEFT);
- Using SEFT to take forward outcomes of the Rail Fares and Ticketing Review;
- Working with smartcard schemes to utilise existing smartcard infrastructures and encouraging interoperability;
- Publishing the multi-operator ticketing guidance;
- Piloting a Managed Service to help smaller bus operators;
- Encouraging the use of new technologies to make buying and using travel tickets easier.

Delivering SEFT

Action	Progress
2.2 Complete the £60m ITSO on Prestige (IoP) project, which will upgrade London's Oyster equipment.	<p>This project has now delivered the planned upgrades for London to be capable of accepting ITSO smart ticketing and bank issued contactless payment cards alongside the established Oyster offering. This foundation now provides the basis for the implementation of the SEFT customer proposition.</p> <p>Furthermore, a number of journeys on Southern are now made with key smartcards which are activated at the gatelines at 'London Terminal' stations such as Blackfriars, London Victoria, City Thameslink and Waterloo East.</p>

<p>2.3 Agree SEFT Deeds of Amendment with Train Operating Companies</p> <p>2.4 Begin roll out of SEFT on a route by route basis.</p>	<p>The Department has been working closely with Train Operating Companies to agree Deeds of Amendment to franchise agreements. The first two such agreements, with c2c and South West Trains have been signed and, following further work to clarify the detail of the programme scope, we continue to work with other train operators to agree deeds with them.</p> <p>The procurement process for the first three central procurements (the back office system, smartcard supply and personalisation service) are nearing completion. Once these procurements are complete and further Deeds of Amendment signed, it will be possible to commence rolling out SEFT equipment at stations.</p>
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Improving ticket choice and enhancing existing smart ticketing systems

Action	Progress
<p>2.5 Take forward outcomes of the Rail Fares and Ticketing Review discussing potential trials for new ticket types with SEFT TOCs</p>	<p>DfT is developing plans for a competition for Train Operating Companies to bid for funding for a trial of flexible season tickets in the south east.</p>
<p>2.6 DfT to work with the nine largest cities in England (excluding London) through the Smart Cities Partnerships to support them in delivering and enhancing smart, integrated ticketing schemes.</p>	<p>All nine cities are engaged in delivering smart and integrated ticketing through the Smart Cities Partnership. DfT are working with the cities and operators to address cross-cutting barriers to going smart.</p> <p>The first phase of this work has now been completed, and a Programme Board and Programme Office established to increase pace and accountability of agreed actions.</p>

<p>2.7 Publish a review of the English National Concessionary Travel Scheme smartcard scheme, including a workplan setting out how we would like to work with local authorities and transport operators to help deliver the smart elements of ENCTS more efficiently.</p>	<p>The review of the smart elements of English National Concessionary Travel Scheme (ENCTS) has been completed and has stimulated significant new work towards a more reliable technical framework. In particular, the ENCTS Working Group has been established, chaired by DfT and comprising of Travel Concession Authorities, bus operators, technology suppliers and ITSO Ltd, to develop and spread best practice in the delivery of the national concession scheme.</p>
<p>2.8 Ask local authorities and bus operators to consider offering travel discounts to all those aged 18 and under, not just to those in education.</p>	<p>DfT continue to encourage the bus industry to take a lead in improving the offer available to young people.</p>
<p>2.9 Work with local authorities, operators and ITSO to overcome both technical and commercial barriers to interoperability and to implement multi-operator ticketing schemes.</p>	<p>The DfT has been working actively with stakeholders to tackle existing barriers. Further work is being carried out through the ITSO Operational Advisory Group and the Smart Cities Partnership, in partnership with local authorities, operators and ITSO Ltd.</p> <p>Go-Ahead is continuing to make progress in assisting with the implementation of interoperable smartcard schemes such as NESTI in Tyne & Wear and the Norfolk County Council project. This builds on the successful Smartzone product in Oxford.</p> <p>Car club operator, Co-Wheels is collaborating in with Nexus on using the Pop Card to encourage take up of the car club amongst public transport users in Tyne & Wear.</p> <p>City Car Club has recently launched a service in Nottingham which is using the city's Citycard and is also working with West Yorkshire Metro to integrate its new M-card smartcard with the car club. Already City Car Club members in West Yorkshire can elect to register their M-card as their membership card to gain access to City Car Club vehicles they have booked.</p>

Delivering more integrated tickets

Action	Progress
2.10 Publish our Multi-Operator Ticketing Guidance and monitor the response of the market and consider next steps.	The Multi-Operator Ticketing Guidance was published on 14th March 2013. All local authorities have been directly contacted to advise them of publication. Further development of the guidance is being considered as part of the Smart Cities partnership work.
2.11 Pilot for a managed service in Norfolk. If successful, the pilot could be scaled up.	The pilot of a managed service to help smaller bus operators benefit from smart ticketing is underway in Norfolk. The 'holdall' smart card was successfully launched on 28th March 2014 and the scheme went live on Norwich Park & Ride on 14th April 2014. Passenger Focus is conducting research into the effects of the managed service for operators, passengers and other stakeholders, before during and after implementation to capture as much valuable information as possible.

Using new technologies

Action	Progress
2.12 Include some smart ticketing requirements in all full-term newly competed rail franchises.	The DfT, in line with the Rail Fares and Ticketing Review published in October 2013, has included appropriate smart ticketing provisions and clauses in new franchise competitions – to date these have been Thameslink, Southern and Great Northern (TSGN), Essex Thameside (ET) and East Coast (EC).
2.13 Encourage operators to consider dual-equipped machines that can read both ITSO smartcards and contactless bank cards	<p>We continue to encourage operators to adopt dual-equipped machines that can read both ITSO smartcards and contactless bank cards. All smart ticketing readers for the SEFT programme will be compatible with contactless bank cards. Dual readers are being deployed within the Norfolk pilot.</p> <p>Go-Ahead is working to develop a contactless ticket machine function alongside smart.</p>
2.14 Consider new technologies, and how best to promote integrated ticketing, when reviewing	Considerable thought is being given to new technologies and how best to promote integrated ticketing in relation to Bus Service Operator Grant (BSOG) reform. Operators claiming the BSOG

<p>the residual Bus Service Operator Grant and incentives in 2014.</p>	<p>smart ticketing uplift are obliged to participate in relevant local multi-operator ticketing schemes and we are considering how we might enforce this requirement. This affects a number of workstreams such as the Norfolk Pilot and Smart Cities Partnership.</p>
<p>2.15 Rail ticket and PLUSBUS delivered onto a single ITSO smartcard rolled out more widely as more stations and buses are equipped</p>	<p>The ability to provide wider availability of PLUSBUS on smartcards remains dependent on the availability of the necessary infrastructure on both bus and rail in each locality.</p> <p>Southern has developed an ITSO smart solution for PLUSBUS tickets in the Crawley and Brighton area (local journeys only - not to/from London).</p>

3. Improving connections

3.1 We want reliable connections between different types of transport to give travellers the confidence to make multi-modal journeys. We will help to deliver this through:

- Ensuring there are better connections between public transport modes;
- Encouraging transport providers to work together and to co-ordinate timetables;
- Investing in a high quality cycling and walking environment.

Local connectivity

Action	Progress
<p>3.2 We will continue to work with local authorities to monitor delivery of schemes funded through the Local Authority Major Scheme Programme.</p>	<p>We continue to monitor delivery of LA major schemes. Within our current programme, 13 schemes are complete, 27 are under construction and 16 are still to reach full approval.</p>

Co-ordinating services

Action	Progress
<p>3.3 We will investigate how we can drive better connections – particularly at key interchange points – in rail and bus timetables.</p>	<p>Improving connections by making timetables between rail and bus more compatible is a complex issue that we have explored. Changes at one station or location may benefit passengers at that station but be a disadvantage to passengers further along the route.</p> <p>Passenger Focus analysis from a Rail Users Group survey identified that generally bus and rail connectivity issues are localised and very much dependent on location.</p> <p>Furthermore, Passenger Focus have undertaken analysis of both the National Rail Passenger Survey, and the Bus Passenger Survey on the question of connections with other forms of public transport:</p> <p>The rail survey indicated that 74% of passengers nationally are satisfied with connections with other</p>

	<p>forms of public transport.</p> <p>The bus survey indicated that across England 75% of passengers are satisfied with connections with other forms of public transport (the results were higher in PTE areas).</p> <p>With reasonably high satisfaction levels, and evidence that rail and bus connectivity issues need to be addressed at a local level, we feel it would not be right for Government to intervene so we will not be pursuing this action further.</p>
<p>3.4 We will explore whether new technologies would speed up the transition time between the different rail and bus operating systems.</p>	<p>Traveline and rail industry colleagues are considering new information services that could assist in the coordination of information between different operating systems. However the advent of information sharing technologies should result in data being published and consumed far more frequently and in transferable formats, enabling disparate systems to be coordinated without the need for difficult systems and data integration.</p>
<p>3.5 To improve co-ordination between bus services and connections with other modes we intend to devolve payment of the Bus Service Operators Grant (BSOG) to local transport authorities for all bus services run under contract to the local authority.</p> <p>3.6 We ran a consultation on the implementation of our bus proposals and will be publishing the results and guidance on how to apply to become a Better Bus Area early in 2013.</p>	<p>BSOG funding for the period January to March 2014 was devolved to local authorities in January. A further years' worth of funding, covering the period April 2014 to March 2015, was then devolved to authorities in April 2014</p> <p>We will be monitoring the effectiveness of Better Bus Area's across the next 4 years</p>

Developing a high-quality cycling and walking environment

Action	Progress
<p>3.7 We will continue to monitor delivery of all projects funded under the LSTF.</p>	<p>The second Annual Report³ on progress of projects funded continue to monitor through the Local Sustainable Transport Fund (LSTF) delivery of all projects was published in June 2014. This will look at projects delivering against five major themes:</p> <ul style="list-style-type: none"> • Improving access to employment; • boosting local economies; • reducing carbon by changing the way we travel; increasing physical activity; and • supporting access to education. <p>Data for the third Annual Report is now being collected and will be analysed for publication in spring 2015. The Department has finalised plans for local authority-led case studies, which will help to fill evidence gaps as identified in the Monitoring and Evaluation Framework. All large projects have finalised their plans for reporting on outcomes, and the Department is in the process of procuring a supplier for the meta-analysis of the interim outcomes reports.</p>
<p>3.8 We will be working with partners and local authorities to deliver cycle and pedestrian safety improvements.</p>	<p>We are continuing to support the eight cities and four National Parks that successfully bid for the £94m Cycling Ambition Grants. They have ambitious targets to increase cycling.</p> <p>This year the Highways Agency will be constructing 13 schemes to improve provision for cyclists on their roads. A further £15m will be available for more schemes in 2015/16, and around 50 locations are currently undergoing feasibility studies to determine whether these are suitable for cyclist improvement schemes.</p> <p>In March 2014 we ran a second round of the THINK! Cyclist ‘Safety Tips’ campaign. This built on our THINK! Campaign: ‘THINK CYCLIST’ “Let’s Look Out For Each Other”.</p> <p>The Department is continuing to work on a Cycling Delivery Plan which will set out how Government, in</p>

³ <https://www.gov.uk/government/publications/local-sustainable-transport-fund-annual-report-2012-to-2013>

partnership with stakeholders and other delivery partners, will meet the Prime Minister's ambition for a cycling revolution. We will work closely with stakeholders from both the public and private sectors in the development of this delivery plan to deliver a step-change in cycling levels while protecting the needs of pedestrians and improving the public realm.

Walk to School

In May 2014, primary school children went to Westminster to meet Baroness Kramer to tell her about their walk to school as part of Living Streets' Walk to School Week.



The children, from St Mary's Primary School in Droylsden, Greater Manchester, travelled to London to talk about how to make walking to school safer and easier for pupils. They told the Minister how Living Streets supports walking to school and provides 'Walk once a Week' resources from them. The scheme which encourages families to walk to school at least once a week.

Part of National Walking Month, a month dedicated to celebrating the benefits of walking, Walk to School Week is an opportunity for parents and children across the UK to try doing the school run on foot.

Living Streets, who run the national Walk to School campaign, say parents who walk their children to school find the journey less stressful and find that their petrol bill goes down. The children perform better at school and that they, and their children, feel healthier and fitter.

More than 500,000 pupils took part in Walk to School Week 2013.

<p>3.9 We will work with local partners to understand how best to make the new HS2 stations accessible to passengers including examining how to enable more passengers to get to stations by bike.</p>	<p>HS2 stations will be accessible for passengers with bicycles, with at least 2000 cycle spaces provided at Euston.</p> <p>The ongoing Feasibility Study is looking at a broad range of options for improved cycling in the vicinity of HS2 including traffic free routes.</p> <p>We are looking at improving cycle provision between places people want to go: work, station, schools. This will help link up employment opportunities with local housing growth.</p>
<p>3.10 We will continue to work with CRWG to oversee implementation of new cycle facilities at stations over the next year.</p>	<p>With local contributions and funding from Network Rail, TfL and DfT, the Cycle Rail Working Group are overseeing implementation of nearly £30m for new cycle facilities at stations. Many projects are now reaching completion and those still at delivery stage are going well and to schedule. There are a few exceptions, notably Cambridge station where we are now expecting the CyclePoint to be open by December 2015.</p> <p>We are also seeing some initial usage figures from the schemes that have been launched. Many train operators report very high usage with some cycle parking already at 100% utilisation. For example, Chelmsford is reporting 98% usage of its external cycle parking, Marylebone is reporting 91% usage of the new facilities, and all First Capital Connect schemes are reporting between 80-90% usage of the new facilities. This clearly demonstrates a high demand for good quality and secure cycle facilities at railway stations.</p> <p>As a result, the Department for Transport has announced today (4 July 2014) a further £15m funding for integration of cycle and rail. This funding will help to deliver additional secure cycle facilities at stations and will help to meet the current demand for new and improved cycle parking.</p>

Delivering more accessible transport

Action	Progress
<p>3.11 We continue to seek improvements to access to and safety on public transport through the</p>	<p>In December 2013, the Department published its first annual progress report highlighting the work we are doing with our partners to implement the commitments in the Accessibility Action Plan, as follows:</p>

<p>Accessibility Action Plan and implementation of bus/train vehicle accessibility regulations.</p>	<ul style="list-style-type: none"> • On vehicle accessibility regulations, over 7,800 (46%) of all rail vehicles, including half of all trains that are in public transport service, comply with modern access standards, while 78% of buses in England now meet Public Service Vehicle Accessibility Regulations accessibility requirements and 92% of buses operate with a low floor facility (September 2013). • The Department has made available an additional £100 million funding to extend the Access for All programme from 2015 until 2019 and deliver improvements at 42 more stations. The funding will provide station accessibility enhancements at national rail stations across the country. • As part of the Department’s commitment to improve access to rail travel for disabled people, we have recently contributed to the cost of a review of the Passenger Assist by Passenger Focus, published in March 2014. Train operating companies are currently considering the recommendations in the report and looking at ways to improve the system. • DfT is conducting a review of the effectiveness of disability awareness training courses currently offered to bus staff. Bus operators, disability stakeholders and charities with an interest in disability awareness training have provided input on this issue. • With regard to on board travel information, DfT officials are currently examining the possibility of working with the Government’s ‘Transport Systems Catapult’ scheme to launch a technology challenge competition focused on developing innovative and affordable audio-visual information systems on buses. • In 2013, DfT funded Transport for Greater Manchester (TfGM) to run a pilot scheme to raise awareness amongst passengers of the priority wheelchair area on buses by using posters at bus stops and bus shelters
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	<p>across the region. The campaign was developed in two phases: a pilot was launched in August 2013 with a second phase starting spring/summer 2014, focusing on addressing hate crime by encouraging victims and witnesses to report incidents. The expected outcomes of the pilot scheme are to build up the confidence of vulnerable categories of travellers when using public transport as well as to offer an opportunity for extending the campaign and lessons learned outside the Greater Manchester area.</p> <ul style="list-style-type: none">• DfT commissioned a research project in 2013/14 with the objectives to keep Rica's online database of mobility scooters and powered wheelchair information up-to-date with the latest models available on the market, latest policies held by public transport operators as of March 2014 compared to April 2013, and publicising the data as wide as possible.• The Department remains committed to amending restrictions on the weight limit for what are known in the legislation as 'invalid carriages' (mobility scooters and powered wheelchairs) for those users whose clinical needs mean they require heavy equipment on their vehicle to meet medical /caring / nursing requirements. DfT officials have drafted an amendment to the regulations, and are working towards a commencement date of 1st October 2014, dependent on Parliamentary processes.• A review of Mobility Centres was commissioned in April 2013. The report will be received by June 2014.• We are finalising discussions with the Community Transport Association (CTA) on setting up a National Association for Travel Training, with CTA as a facilitating body with financial support from DfT.• The Law Commission published its report into legislation governing taxis and private hire vehicles (PHVs) and a draft bill in May 2014. The Commission's
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	<p>recommendations include compliance with the Equality Act 2010 for all taxi/PHV drivers as a condition of licence, a duty for drivers to stop for all passengers when hailed and mandatory disability awareness training for drivers. DfT will respond in due course.</p> <ul style="list-style-type: none">• The Department remains committed to review and update ‘Inclusive Mobility – a Guide to Best Practice on Access to Pedestrian and Transport Infrastructure’ during 2014, as set out in its Accessibility Action Plan.• In March 2014, DfT joined the new Inter-Departmental Ministerial Group on Disability (IMG), chaired by The Minister for Disabled People. The IMG has been set up to encourage and stimulate progress during this Parliament on ensuring disabled people are included and have opportunities to realise their aspirations.• Following the review of the Disabled Persons Transport Advisory Committee (DPTAC) in 2013, DfT has redefined the Committee’s scope and structure to make it more effective and has recruited a new membership. The Committee had its first official meeting in June 2014. DPTAC will provide independent advice to the Department on matters relating to transport for disabled people, and monitor the Department’s delivery of its legacy commitments.
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<p>3.12 We will work closely with Carplus, and other organisations promoting non-private car use, to explore how we can encourage uptake of short term car rental models.</p>	<p>DfT have been working closely with car club and lift sharing organisations to better understand barriers to growth, and how we can help.</p> <p>Carplus, the national organisation for car clubs and 2+car sharing, is keen to maintain network growth in all major cities with key targets around well located transport interchanges. They are preparing a joint submission with other stakeholders (operators and transport/ local authorities) to Network Rail about access at affordable rates for car club services at their stations, and in particular Newcastle and York, which are becoming Network Rail stations in 2015.</p> <p>Newcastle City Council, as part of their station redevelopment, is planning new dedicated car club parking bays outside the station.</p> <p>In York, the car club fleet has more than doubled since January 2013, partly due to greatly increased usage by City of York Council following their relocation to a new office close to York Station. This has created a new opportunity to develop City Car Club's offering at York Station as a facility for residents and visitors to the city.</p>
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4. Enhancing transport facilities

4.1 We want transport facilities to be safe, comfortable and easily accessible, so they meet the needs of passengers. We will help to deliver this through:

- Ensuring our investments at transport hubs deliver high-quality facilities;
- Working with transport providers to make sure interchange facilities meet customer needs;
- Ensuring the future needs of society are considered at the outset.

Delivering high-quality station and interchange facilities

Action	Progress
<p>4.2 We will continue investing in the railway to improve passengers' journeys and support our economy including overseeing delivery of the £20m New Stations Fund.</p>	<p>DfT is working with promoters to deliver schemes across the country. Five projects are currently part of the New Stations Fund:-</p> <ul style="list-style-type: none"> • Ilkeston; • Newcourt, Devon; • Pye Corner, Wales; • Lea Bridge, East London; and • Kenilworth. <p>The Ilkeston, Pye Corner and Newcourt projects have entered design and construction phase for start of train services in December 2014/early 2015. The Kenilworth project is being developed for delivery in December 2016. The Lea Bridge project is awaiting confirmation of a full funding package from the London Borough of Waltham Forest.</p>
<p>4.3 We are looking at how stations are managed to make sure there is the right balance of incentives between Network Rail and train operators.</p>	<p>DfT are working with key industry bodies such as the Rail Delivery Group (RDG) and its newly established Station Strategy Group. The Station Strategy Group will provide a high level industry lead on stations, with a particular objective to optimise long term outcomes more efficiently. It will focus on building the customer experience from the start and identify how blockers hindering progress can be eased out.</p>

	<p>Continuing with the successful re-launch of the franchising programme and the issuing of the first Invitation to Tender (ITT) for the Thameslink Southern and Great Northern and Essex Thameside the Intercity East Coast ITT requires a Franchise Operator to improve the door to door journey experience for its customers, in line with the Door to Door Strategy.</p> <p>This supports one of the key franchise objectives of delivering sustainable, long term socio-economic benefits for InterCity East Coast communities and the wider UK economy. Support economic growth and the delivery of wider government policies including social inclusion, accessibility for all, growth in transport integration, including sustainable door-to-door journeys. Invest in new solutions that reduce the industry’s overall energy consumption, waste, carbon emissions and other harmful environmental impacts.</p>
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Supporting multi-modal travel

Action	Progress
<p>4.4 We will continue to encourage local transport authorities to consider integration with local planning authorities when they are drawing up their local plans.</p>	<p>We continue to advise and support Local Planning Authorities and Highway Authorities when they are drawing up their plans. We are also working with the Local Enterprise Partnerships in delivering their Strategic Economic Plans so that planned growth is delivered with the most appropriate transport measures in place and by encouraging the use of sustainable transport modes.</p>

Aligning transport planning with future needs

Action	Progress
<p>4.5 We are reviewing the Department for Transport Travel Plan guidance to support developers and local planning authorities in designing, monitoring and evaluating travel plans to develop best practice.</p>	<p>The DfT guidance on travel planning for new developments has now been incorporated into the new planning policy guidance published earlier this year.</p>

5. Conclusion

- 5.1** This update to the Action Plan has outlined the progress made towards delivering commitments in the Door to Door Strategy since the publication of the first Action Plan in November 2013.
- 5.2** This meets the Department's commitment to publish regular updates on progress toward delivering the strategy. It provides a picture of where activity has been directed in the last 15 months whilst recognising that there is still much to be done to achieve our vision.
- 5.3** We will continue to engage with key stakeholders, and in particular those organisations that have endorsed this Action Plan, as they have the necessary expertise, knowledge and capability. In addition, they already have developed many of the relationships necessary to facilitate effective partnership working.
- 5.4** We will publish a further update to this Action Plan late in winter 2014/2015.