

London TravelWatch

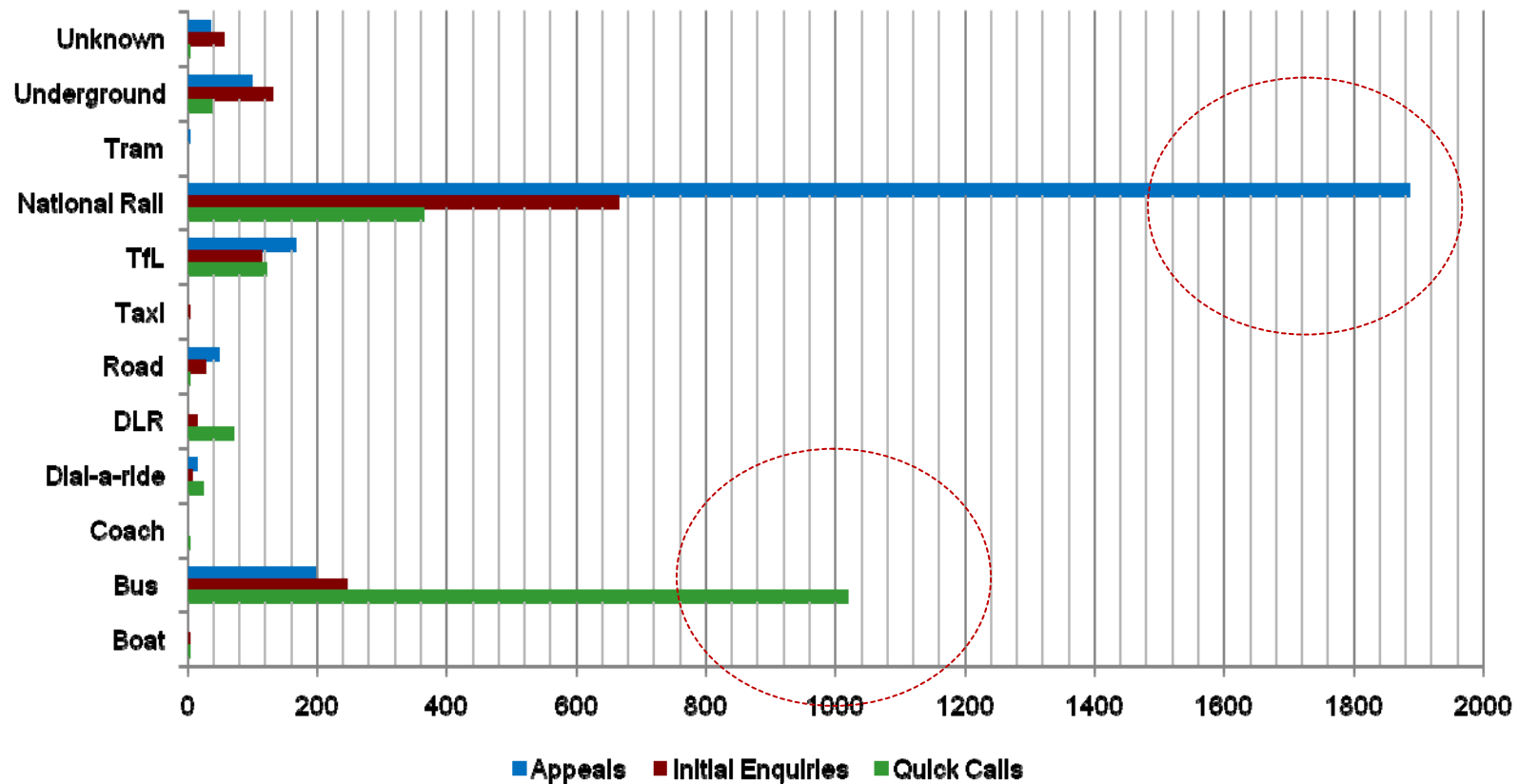
Rufus Impey –
Senior Policy Officer

2009/10 Business Plan Target 2

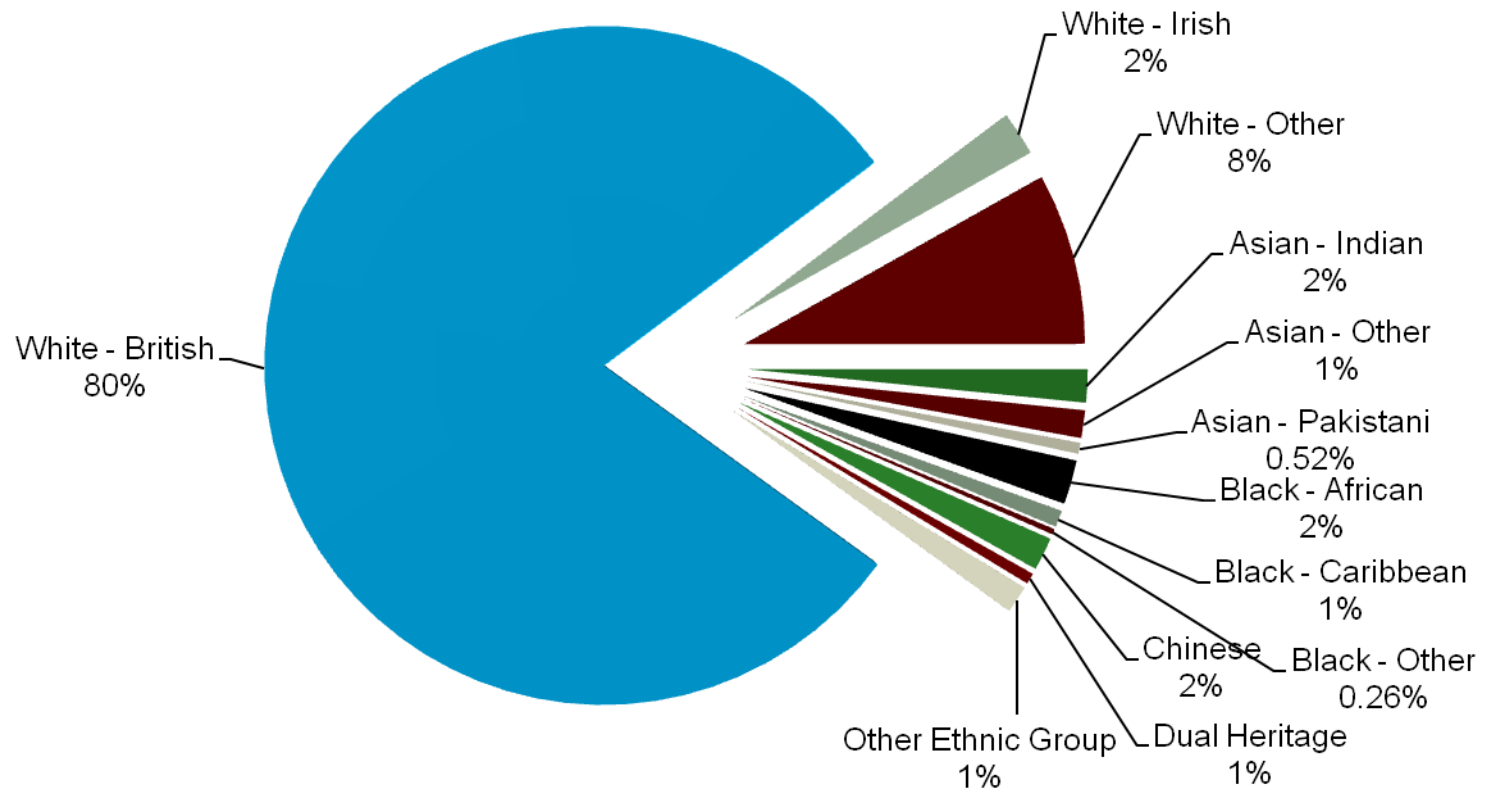
Introduction

- The purpose of the memorandum is to present and analyse the profile of people making appeals to London TravelWatch.
- This fulfils the first part of the 2009/10 London TravelWatch Business Plan Target 2.

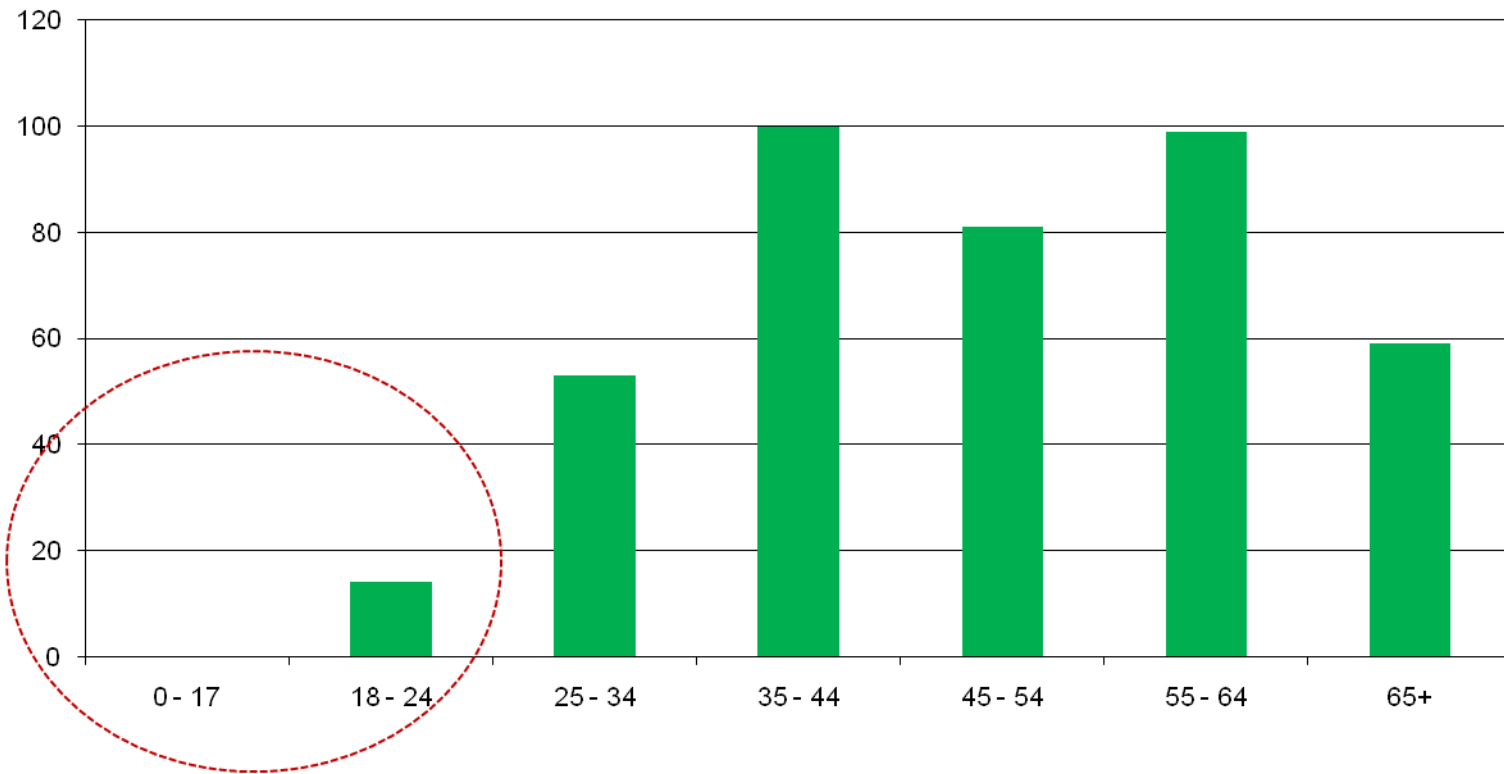
Casework Stats



Respondents Ethnic Origin



Respondents Age Groups



Next Steps

- Review of the feedback questionnaire
- Agree a strategy based on the information from this report for the next financial year to broaden awareness of our work
- Such a strategy to focus on Bus users in line with 2010/11 BP