

## London TravelWatch Business Plan 2019–20

This business plan sets out the core activity that London TravelWatch is planning for 2019-20. It is supported by a series of appendices to give more detail about the organisation's operations, budget bid and the context within which this work will take place (Appendix 1).

Against each objective we have set out what we aim to achieve, recognising that the timing of achieving targets will often be dependent on the activity of others. The Board will receive quarterly updates setting out progress towards these objectives which clearly identify which activities are on target, those at risk of slipping and those which will miss the agreed target.

**1. Sustained investment to meet London's transport needs and a network that makes best use of scarce capacity** – work secures a better deal for transport users; helps influence decision-makers to secure sustained investments in London's transport and promotes relatively small improvements which make best use of current assets.

<ul style="list-style-type: none"> <li>• Ensure the opportunity for step-free access at Bank London Underground station is not lost.</li> </ul>	<p>TfL retain commitment to step-free access.</p>
<ul style="list-style-type: none"> <li>• Engage with HS2, Network Rail, DfT and local authorities to ensure that passengers are easily able to get to and from Euston and Old Oak Common Stations.</li> </ul>	<p>Progress in ensuring that HS2 stations at Euston and Old Oak Common meets best practice.</p>
<ul style="list-style-type: none"> <li>• Use our influence to promote the development of Crossrail 2.</li> </ul>	<p>Evidence of growing support towards a firm commitment for Crossrail 2.</p>
<ul style="list-style-type: none"> <li>• Set out clear passenger needs for the planned train extension of the Barking – Gospel Oak line to Barking Riverside in regular meetings with C2C and TfL in respect of Barking and Barking Riverside stations.</li> </ul>	<p>Our recommendations are accepted.</p>
<ul style="list-style-type: none"> <li>• Press TfL to allocate more road space to buses by increasing bus priority measures on the TLRN and by promoting bus priority amongst local authorities.</li> </ul>	<p>More road space provided and bus priority schemes created.</p>
<ul style="list-style-type: none"> <li>• Press for a planned and co-ordinated approach to reduce road traffic demand; carry out secondary research to understand the potential impact of measures such as road charging on different groups of users &amp; develop policy accordingly.</li> </ul>	<p>Develop a clear policy perspective on road traffic demand based on fresh secondary research.</p> <p>Complete research by Q2.</p>

<p><b>2. Reliable rail, bus and train services in London</b> – our activity leads to tangible improvements for passengers.</p>	
<ul style="list-style-type: none"> <li>• Review the lessons learnt from the major timetable changes in 2018 to ensure that the problems are not repeated when the May 2019 and December 2019 timetable changes are made.</li> <li>• Use our influence to promote further devolution of suburban rail services to TfL, particularly through our input to the DfT franchising process including the TSGN franchise replacement.</li> <li>• Ensure that services provided by new rail franchises meet the needs of passengers travelling in and around London, by analysing the services provided by the new South Eastern, West Coast, East Midlands and Cross Country rail franchises.</li> <li>• Review and update our recommendations for bus services as a result of the implementation of the Elizabeth Line.</li> <li>• Investigate the impact of central and outer London bus changes on passengers and recommend changes if required.</li> <li>• Ensure that the voices of bus passengers are given a fair hearing by increasing the dialogue and engagement by ourselves and others in advance of significant changes to bus timetables.</li> </ul>	<p>Achieve changes in approach to the 2019 timetables.</p> <p>Grow and measure support for devolution among interested parties.</p> <p>Develop clear reports on the impact of the new franchises on passengers.</p> <p>Our recommendations are accepted.</p> <p>Achieve changes when there is a negative impact on passengers.</p> <p>Carry out 6 targeted bus user events per annum; meet with Borough Liaison Officers where significant changes are proposed.</p> <p>Monitor progress end of Q2.</p>
<p><b>3. Simpler fares, better value for money and a fairer deal for passengers when things go wrong</b> – We can demonstrate that we have influenced decision makers at the point when decisions are being made and have played a part in bringing about positive changes for passengers.</p>	
<ul style="list-style-type: none"> <li>• Promote a simplified rail fares structure to reduce the number of fare anomalies and over-complex rules for off-peak travel and enable easy understanding of fares, particularly through input to RDG and DfT consultations.</li> </ul>	<p>Achieve tangible progress on plans for simplified rules and reduced anomalies, based on our recommendations to consultations.</p>

<p><b>4. A co-ordinated approach to transport interchanges</b> – operators and providers adopt our recommendations for improving passenger experience of using interchanges.</p>	
<ul style="list-style-type: none"> <li>Promote best practice at interchanges according to the principles set out in our <i>Interchange Matters</i> research.</li> <li>Use our influence to ensure that providers and operators use our recommendations in planning surface access to airports.</li> <li>Monitor bus station standards to ensure TfL and local authorities adopt our recommendations.</li> <li>Survey 8 key outer London town centre interchanges in the year to identify improvements needed for transport users e.g. Brent Cross, Croydon, Barking, Enfield, Harrow, Kingston, Romford and Bromley. Identify 4 of these locations for a particular focus, according to agreed criteria, and engage with local authorities and users to promote further improvements.</li> </ul>	<p>Hold 2 events, do 6 new evaluations; secure improvements from TfL in journey mapping and consistent use of on-street signage.</p> <p>Recommendations are used.</p> <p>Recommendations are used.</p> <p>Show progress to implementing recommended improvements at the 4 locations.</p>
<p><b>5. Everyone able to travel safely without fear of crime or anti-social behaviour on a transport network that is accessible to all</b> – operators and providers adopt our recommendations to improve physical and non-physical accessibility on London’s transport network.</p>	
<ul style="list-style-type: none"> <li>Complete our research with Loughborough university into the safety of bus passengers and develop recommendations for improvements.</li> <li>Monitor road safety casualty statistics quarterly and all bus incidents and raise issues, as appropriate.</li> <li>Persuade operators and providers to do more to mitigate the impact of the large stepping gaps between platforms and trains and provide passenger input into industry working groups.</li> <li>Influence TfL and local authorities to reduce the number of pavement obstructions.</li> <li>Seek further changes to fixed bus stops for Hail and Ride services.</li> </ul>	<p>Evidence progress in highlighting the findings.</p> <p>Identify issues arising and take these up, where appropriate.</p> <p>Achieve changes that mitigate the impact of large stepping gaps.</p> <p>12 councils to be targeted, and reductions achieved.</p> <p>Achieve changes to 8 sections of Hail &amp; Ride to fixed stops within the year.</p>

**6. Disruption effectively managed and reliable, accessible and timely information for London’s passengers** – our input helps operators improve the service they give to passengers, particularly when things go wrong.

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| <ul style="list-style-type: none"> <li>• Provide a strong consumer voice on the multi-agency London-wide Travel Demand Management (TDM) Board, encouraging greater focus on managing and learning from incidents of unplanned disruption.</li> <li>• We influence the process so that the TDM has timely updates about lessons learnt from unplanned disruptions to mitigate the impact for future incidents.</li> <li>• Input to planning for major transport construction projects and key interchanges to help minimise the impact on transport users, for example major station or airport changes.</li> </ul> | <p>Reduction in numbers of incidents of unplanned disruption and the impact of those that occur.</p> <p>Set out clear lessons and evidence progress towards changes.</p> <p>Our recommendations are accepted.</p> |
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**7. An efficient and responsive organisation** – we add value and achieve positive outcomes for transport users by working efficiently.

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| <ul style="list-style-type: none"> <li>• Produce our transport users’ priorities document in advance of the 2020 mayoral elections.</li> <li>• Hold 2 Board meetings in the commuter belt around London.</li> <li>• Agree 2020 objectives for board members.</li> <li>• Maintain our silver Investors in People accreditation.</li> <li>• Carry out a comprehensive review of our casework function and operations.</li> </ul> | <p>Q3</p> <p>Q2/Q4</p> <p>Q4</p> <p>Q4</p> <p>Q1</p> |
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