

London **TravelWatch**



The voice of London transport users

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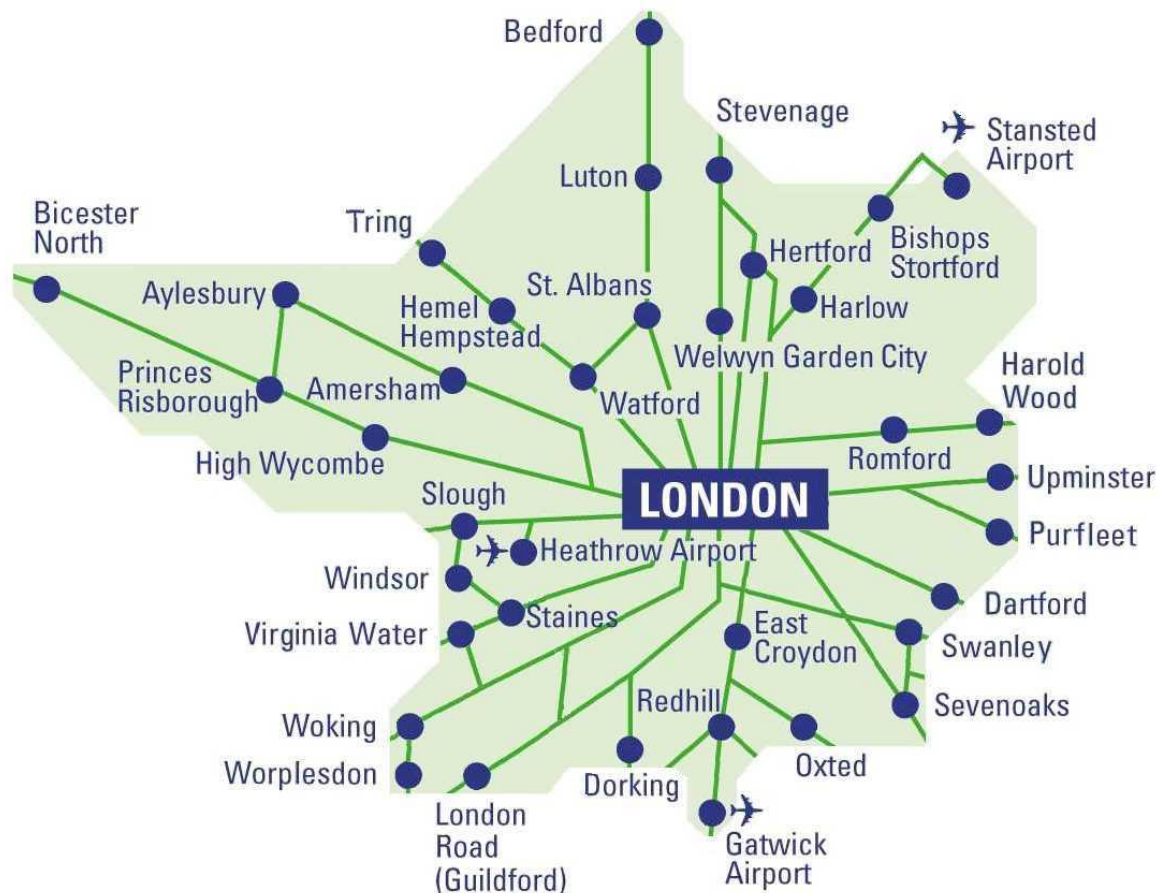
What is London TravelWatch?

- London Transport Users Committee (*LTUC*)
- 60 year history
- Non-political, independent consumer organisation set up by statute
- 1999 GLA Act most recent substantive but have been many amendments (*eg Railway Act 2005*)
- London Assembly fund / appoint Chair and Board
- Staffing complement of 15.6 FTE, from 23 in 2010
- 2014-15 budget bid of £1.06m, from £1.6m in 2010

The London TravelWatch Board



What area do we cover?



Our remit

- We represent 13m people making 3.5bn journeys pa:
 - Train: 1m journeys daily (70% of national)
 - Underground: 3m journeys daily
 - Bus: 7m journeys daily (>50% of national total)
- Issues raised by or on behalf of transport users
- Statutory appeals body for casework
- Statutory consultee in respect of changes to transport infrastructure or services
- Statutory role in railway closures
- Statutory role to look into any matter which “*..appears to it that it is a matter it ought to investigate*” - research
- No formal powers – only influence – but all operators required to engage with us, and they do

How we are changing

- Strategic oversight, smaller Board
- Stronger consumer focus
- Emphasis on influence rather than profile
- Work more demonstrably evidence based
- New approach to casework
- Stronger work prioritisation criteria
- Closer working with Transport Committee:
 - Better sharing of work planning at an earlier stage
 - Contributing to bus scrutiny scoping/content
 - Keen to exploit further opportunities

Milestones and highlights

- Recent research
 - Ticket purchasing and journey experience
 - Value for money – what consumers think
- Franchises
 - London devolution – passenger safeguards
 - Major input to franchising review
- Travel Demand Management Board
 - Contributed to terms of reference
 - Flagging up forthcoming clashes – eg N.Line at Xmas
 - Active input to signage and information work
- Roads Task Force
 - Speaking for bus users

Value for money on London's transport services: what consumers think

- Example of a recent research report
 - Qualitative in depth study
 - Six two hour focus groups to reflect views of a broad range of passengers, journey types and modes
- Research highlighted need for
 - Better information of what is on offer
 - Easier ticket buying
 - Low cost but high visibility benefits

Key work underway

- Research
 - Attitudes to travelling environment
 - Passenger priorities on the Underground
 - Best practice guide to transport interchanges
- Franchises
 - Detailed London input – DfT supported
 - Thameslink Southern Great Northern, etc
 - Crossrail / DLR / London Overground
- Ticketing
 - TVMs, Oyster outlets, clearer fares information,

Casework

- Volume
 - 5,500 written and telephone enquiries in 2012/13
 - Almost 1,500 appeals
- Type
 - Majority of cases concerned either Oyster cards, penalty fares or buses
 - Also cancellations, consequential loss and delays

Making a difference – getting results from casework

- False information given on season ticket surrender leading to loss
- Cost of travel to ‘London terminals’
- Challenging unfair penalty fares:
 - Conflicting information at Wimbledon station
 - Persuading TfL to observe sensible discretion re:
 - * Oyster season ticket left at work – journeys over 2 days
 - * Extending appeal timescales if passenger on holiday
- Ticket vending machines
 - Improving reliability / reducing ‘torn’ transactions

Making a difference – getting results through policy and research

Always difficult to prove success, but ...

- Detailed ticketing improvements, resulting in wider reach
- Watford LUL closure - safeguards for existing passengers
- Abolition of Oyster extension permits
- Accessible bus stops
- Fewer first class carriages in London – increasing capacity
- Improvements in signage at major London stations
- Detailed design of Bank and Kennington stations
- Increased consultation at early stage by DfT, not just rail
- Positive impact on franchises – accessibility, later services

Our strategic objectives

- Travel by public transport represents good value for money
- A transport system that is well integrated and accessible to all
- All decisions about transport in London take account of transport users' needs and priorities
- Travelling public are well informed by service providers
- Easy access to an effective complaints service from all transport operators, backed up by a robust appeals system when it fails
- An efficient and responsive organisation

Priorities for 2014-15

- Getting the best passenger outcomes from new investment and initiatives
- An affordable transport network that represents value for money to the consumer
- A much stronger voice for bus passengers
- A road network that balances the needs of all

Vision for the future?

- User friendly policies – that genuinely put needs of consumers first
- Growing network – an investment programme that matches the needs of a growing city
- A transport network accessible to all
- Best practice information provision – people enabled to make the best transport choices and get a fair deal
- IT enabled improvements – exploited to the fullest extent possible but always in ways that help the passenger

Overall aim to achieve ...



A better experience for the travelling public in London