
Secretariat memorandum

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TRS040
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Report on transport user event in Harrow

1 Purpose of report

- 1.1 To report on the transport users' engagement event held in Harrow and to report the findings of the travel surveys given out on the day.

2 Recommendation

- 2.1 That the report be received for information.

3 Information

- 3.1 As part of its stakeholder work, London TravelWatch held an event on 10 November 2012 to engage with transport users in Harrow following successful events in Stratford, Croydon, Romford and Tooting. This gave London TravelWatch a chance to speak to people 'on the ground' and hear from people we don't often get a chance to engage with directly. It was decided to hold an event in Harrow on the Hill to engage with residents on several key local issues including changes to the Metropolitan Line timetable, accessibility issues at Harrow on the Hill Station and hospital transport issues relating to the Northwick Park and Central Middlesex hospitals. Harrow town centre is a busy shopping destination at the weekend and after the success of our previous event in Tooting which was also held on a Saturday, we hoped to take advantage of the fact that people would be in less of a rush on a Saturday and would have more time to stop and talk to us.
- 3.2 The Transport Users' Engagement Event took place between 10am and 1pm. We arranged with TfL to use a New Bus for London as our main 'base' on the day. This was parked in Harrow town centre on Station Road between 10am and 1pm and there were also London TravelWatch representatives outside the St George's Shopping Centre and at the Bus Station near Harrow on the Hill underground station. Other attendees included members of local transport user groups such as Harrow Passenger Transport Users Association and ward councillors. The Arriva bus staff were also on hand to answer any questions from the public.
- 3.3 Harrow town centre was very busy throughout the time that London TravelWatch was there. We spoke to several hundred people and they were generally positive about transport in their area and about the New Bus for London, although a number of people commented about improvements they

would like to see made to the design of the bus and the issue of poor disabled access at Harrow on the Hill Station did crop up on a number of occasions.

- 3.4 On the day, we handed out our new Oyster card holders, promotional bags and pens, TfL's Cabwise cards, copies of our money saving tips and a questionnaire which people could either fill in on the day or take away and post back.
- 3.5 We handed out around 800 surveys to transport users and a total of 224 completed surveys were returned to us, either on the day or through the post; a response rate of around 28%.
- 3.6 The surveys revealed high levels of bus usage in Harrow, with the majority of respondents regular public transport users. The majority of people travelled to the town centre to shop and tended to use public transport because of the convenience it offers.
- 3.7 Many of the people we surveyed commented that they were happy with public transport in the local area, particularly freedom pass holders. However quite a few people mentioned the lack of disabled access at Harrow on the Hill station and several people felt that public transport in London was too expensive.
- 3.8 Specific feedback on the New Bus for London included the fact that people felt that the ceiling was too low upstairs, the seats at the back of the bus were too high, there was not enough buggy space and the fact that buses are packed after school.
- 3.9 Much of the feedback resonated with our transport users' priorities, in particular the 'A transport network open to all' and 'Enforcing the rules' priorities.

4 Next Steps

- 4.1 London TravelWatch intends to hold more transport users' engagement events. The next event will take place in Lewisham and is likely to be in February 2013. Decisions for further event locations will be based on London TravelWatch's strategic priorities: bus, outer London, social deprivation and interchanges - and specific events, such as a major train or tube line closure. We will also ensure that areas are chosen to cover as wide a range of demographics and transport modes as possible.
- 4.2 We will also consider the format and timing of such events in order to reach a varying audience of users.

5 Equalities and inclusion implications

- 5.1 Public transport is used by a significant number of people who are on lower incomes, older people, people with disabilities and by minority ethnic and faith communities. Therefore any measures which would significantly benefit public transport are likely to benefit these disadvantaged groups of people.

6 Legal powers

- 6.1 Section 248 of the Greater London Authority Act 1999 places upon London TravelWatch (as the London Transport Users Committee) a duty to consider –

and where it appears to the Committee to be desirable, to make recommendations with respect to - any matter affecting the functions of the Greater London Authority or Transport for London which relate to transport (other than of freight).

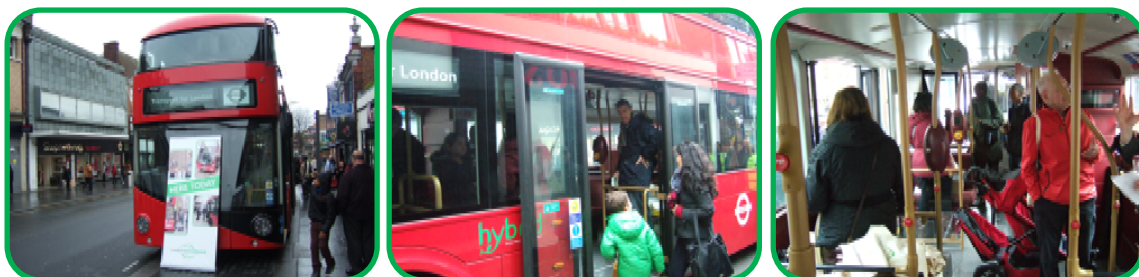
7 Financial implications

- 7.1 There is a cost implication for holding events, including staff and board time, travel and subsistence. There is also a cost implication for the design and print of the travel surveys, Oyster card holders and cotton bags.

Report of Transport Users Engagement Event Held in Harrow on the Hill

December 2012

Report on Transport Users Engagement Event held by London TravelWatch



London TravelWatch is the official body set up by Parliament to provide a voice for London's travelling public.

Our role is to:

- Speak up for transport users in discussions with policy-makers and the media
- Liaise with the transport industry, its regulators and funders on matters affecting users and respond to their consultations
- Investigate complaints users have been unable to resolve with service providers, and
- Monitor trends in service quality.

Our aim is to press in all that we do for a better travel experience all those living, working or visiting London and its surrounding region.

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1 Harrow Transport Users Engagement Event

As part of its stakeholder engagement work during 2012/13, London TravelWatch held an event to engage with transport users in Harrow. This followed successful events in Tooting, Stratford, Croydon and Romford, which had been inspired by Bus Users' UK's successful and long-running 'bus surgeries'.

Harrow is considered a 'borough of contrasts', with high levels of affluence in areas such as Harrow-on-the-Hill, Pinner, and Stanmore but high levels of deprivation in Wealdstone. Save the Children reported in 2011 that over 7,000 children are living in poverty in the Borough. It is a diverse borough, with the largest BME group being of Indian ethnicity. The Borough also has a large number of Sri Lankan Tamils and Gujarati Hindus.

Harrow on the Hill station is a London Underground station served by National Rail and London Underground trains on the Metropolitan Line. It is located between College Road and Lowlands Road in the Greenhill area of Harrow, about half a mile north of the area it takes its name from. The next Underground stations are Northwick Park (towards central London), and North Harrow or West Harrow heading out of central London. The National Rail service at Harrow-on-the-Hill is provided by Chiltern Railways, who operate between Marylebone station and Aylesbury using the separate Network Rail tracks from London to Harrow and sharing London Underground tracks between Harrow and Amersham. London TravelWatch covers the area up to Bicester North. Harrow is well served by buses although there are well publicised problems with the access they offer to hospitals.

We decided to hold an event in Harrow on the Hill to engage with residents on several key local issues including changes to the Metropolitan Line timetable, accessibility issues at Harrow on the Hill station and hospital transport issues relating to the Northwick Park and Central Middlesex hospitals. Harrow town centre is a busy shopping destination at the weekend and after the success of our previous event in Tooting, which was also held on a Saturday, we hoped to take advantage of the fact that people would be in less of a rush on a Saturday and would have more time to stop and talk to us.

The Harrow on the Hill Transport Users Engagement Event took place on Saturday 10 November 2012 between 10am and 1pm. It offered an opportunity to speak face-to-face with users of transport services and to explain how London TravelWatch could help them and learn more about transport users' journey patterns and concerns in different parts of London.

The event also provided an opportunity for local people to see the Mayor's 'New Bus for London' for themselves and a chance to discuss transport issues in Harrow. The bus was parked in Harrow town centre on Station Road between 10am and 1pm and there were also London TravelWatch representatives outside the St George's Shopping Centre and at the Bus Station near Harrow on the Hill underground station. Other attendees included members of local transport user groups such as Harrow

Passenger Transport Users Association and ward councillors. The Arriva bus staff were also on hand to answer any questions from the public.

Harrow town centre was very busy throughout the time that London TravelWatch was there. We spoke to several hundred people and they were generally positive about transport in their area and about the New Bus for London, although a number of people commented about improvements they would like to see made to the design of the bus and the issue of poor disabled access at Harrow on the Hill Station did crop up on a number of occasions.

We handed out our new Oyster card holders, promotional bags and pens, TfL's Cabwise cards, copies of our money saving tips and a questionnaire which people could either fill in on the day or take away and post back.

We approached Transport for London (TfL) about the possibility of someone attending to be on hand to answer questions from the public but this was not possible so they provided a briefing sheet with details about local transport issues. The Arriva bus driver and conductor were very helpful and friendly and answered questions from the public. Members of the Casework Team were on hand to take complaints on the day.

2 Travel Survey findings

At the engagement event, London TravelWatch handed out around 800 surveys to transport users. The aims of the survey were to establish the travel patterns of transport users in Harrow and gain a more in-depth understanding of key public transport issues for people living in the area. A total of 224 completed surveys were returned to us, either on the day or through the post; a response rate of around 28%. This was slightly lower than the response rate from the previous Tooting survey but significantly higher than the response rate at any of the previous events.

The survey provides a snapshot of transport users in London. The findings are not statistically significant but provide an interesting insight into the travel patterns and needs of transport users in Harrow.

There was a prize draw to encourage participants to return the survey of a £50 Oyster card.

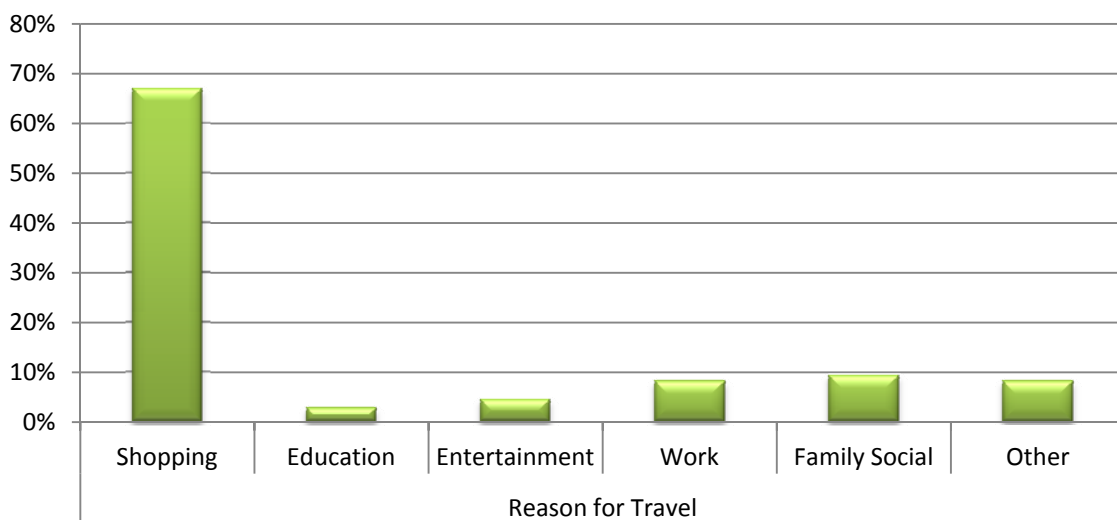
The survey is available online at:

http://www.londontravelwatch.org.uk/news/2011/11/harrow_survey .

Journey purpose, frequency and modes of transport

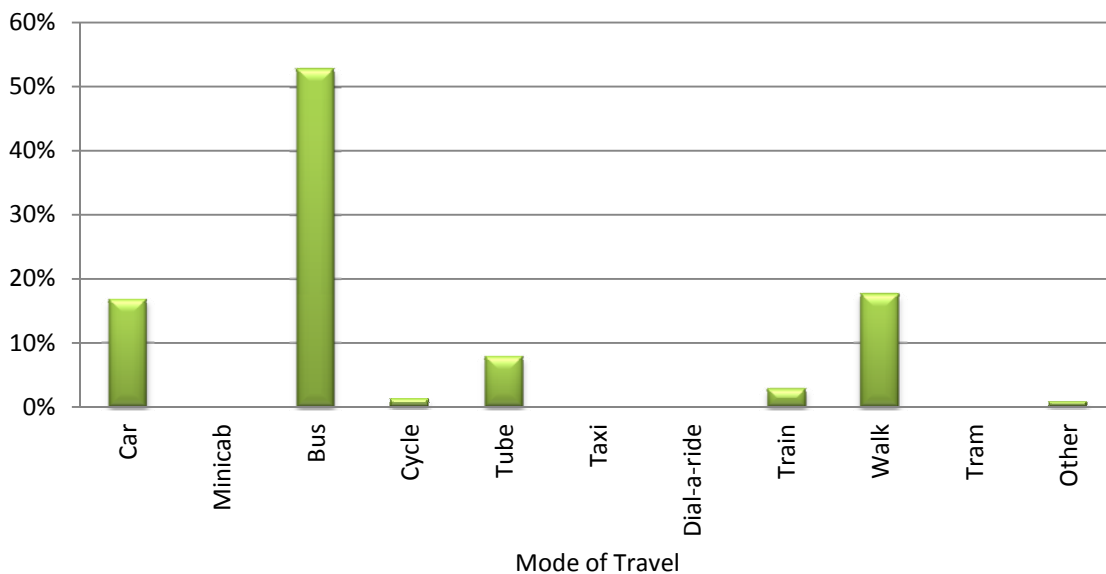
The first section of the survey looks at the reasons for travelling, how frequently people travel and the mode of transport they use and why. The majority of respondents' reason for travel was shopping (67%), followed by family/social (9%) and travelling to/from work (8%). The percentage of people travelling to do shopping was similar to at the Romford and Croydon events and significantly higher than in Tooting or Stratford.

Graph 1 – Respondents reason for travel on the day of the survey



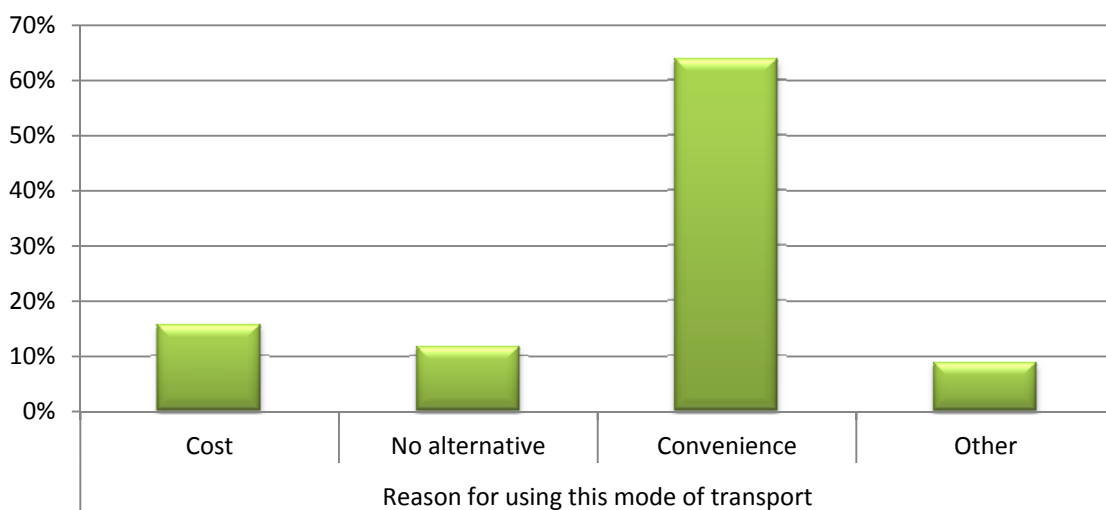
Over half the people surveyed had used the bus to travel into Harrow town centre, more than in Tooting but less than at the other previous events and a significant number of people walked (18%) as they had done at previous events. Interestingly a sizeable percentage of respondents (17%) said that they had driven into the town centre which was a similar figure to Romford but significantly higher than the other areas and only a small percentage of people had travelled by tube (8%).

Graph 2 – Modes of travel used by respondents on day of the survey



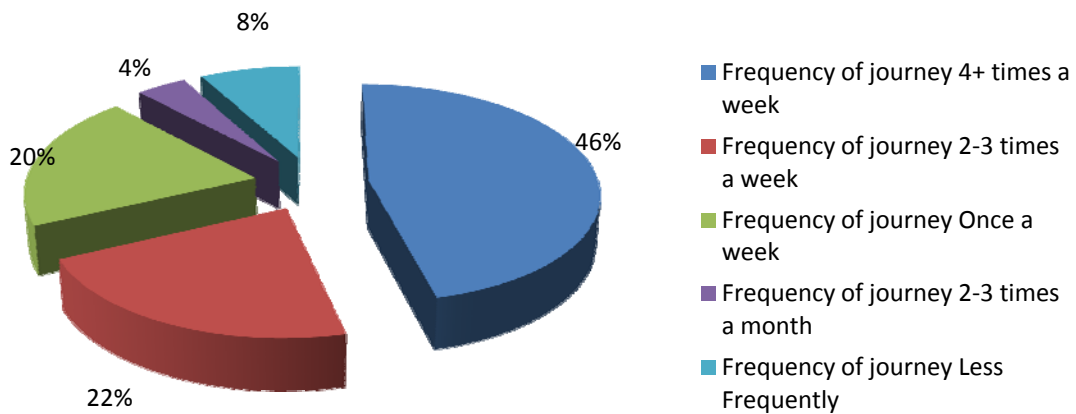
Convenience was clearly very important to respondents when they chose which method of transport to use, with around two thirds of people listing this reason – a similar result to the one we found at our four previous events. 16% of respondents said that the cost was the reason why they chose the method of transport.

Graph 3 – Reason for choosing these modes of travel by survey respondents



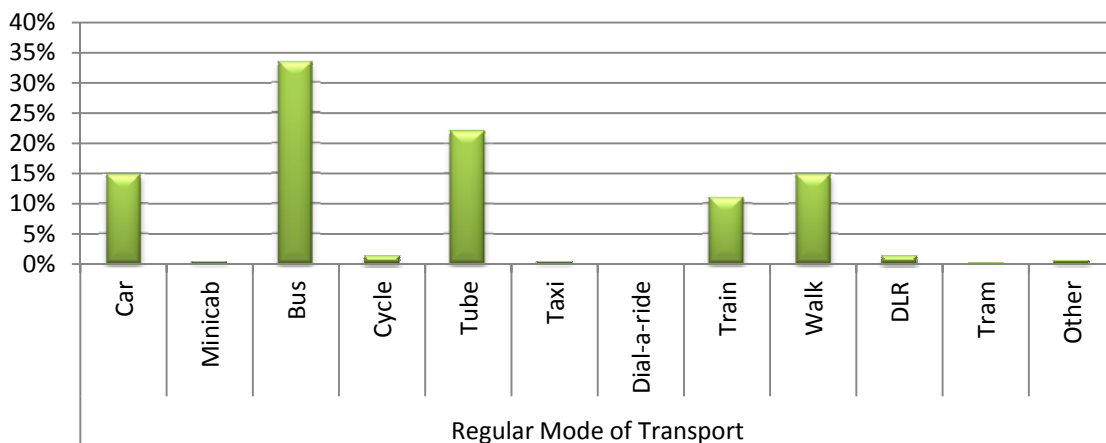
The respondents to our survey tended to be regular visitors to Harrow with 46% making the journey they made on the day of the event four or more times a week, 22% making it two to three times a week and a similar number making it once a week (20%). These findings are broadly similar to responses received at previous events which is interesting as while you might have expected people around in the town centre during the week to regularly make that journey you might not necessarily expect them to make the same journey at the weekend.

Graph 4 – Frequency of travel by survey respondents



When respondents listed the regular modes of transport they used, the bus (33%) and the tube (22%) were the most popular. 11% of respondents said that they regularly walked. Bus usage was similar to Tooting but much lower than the other areas we have visited where over two thirds of people regularly used the bus. Another significant difference was that only 11% said they regularly used the train in Harrow, on a par with Tooting but far less than in the other areas where four or five times as many people regularly travelled by rail.

Graph 5 – Regular mode of transport used by respondents to the survey

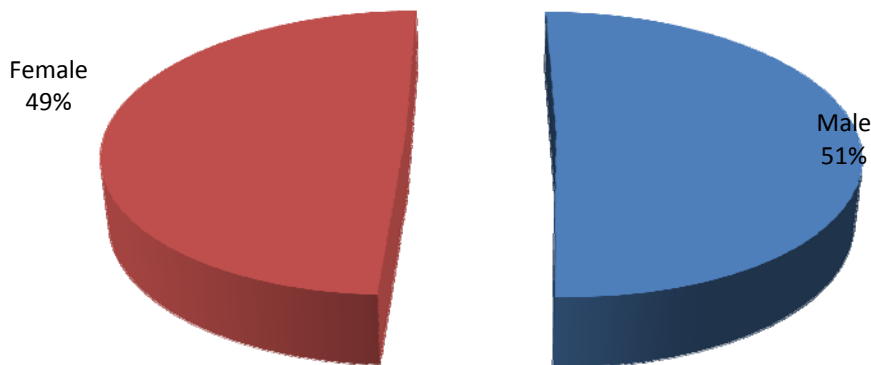


Profile of respondents to the survey

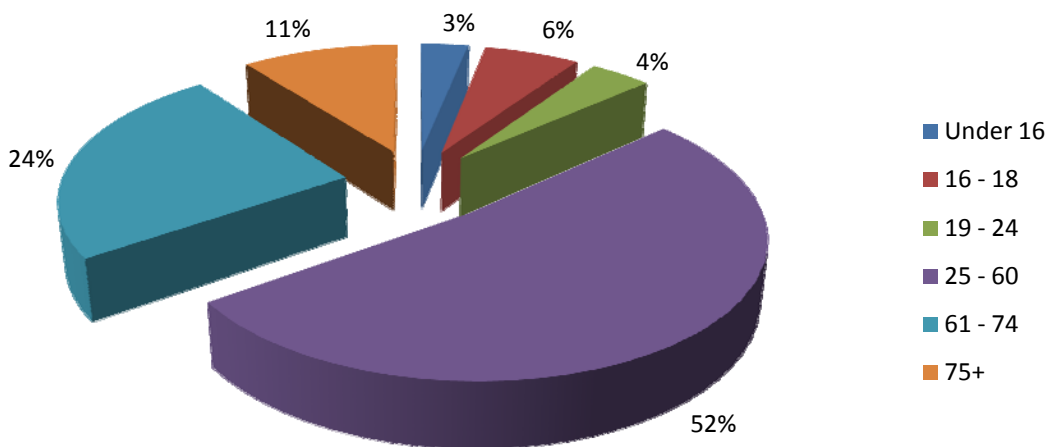
The gender balance of survey respondents was roughly equal (male 49%, female 51%). Around half of respondents were aged between 25 and 60 years old, with 24% of respondents aged between 61 and 74 years old, broadly similar to in previous surveys. Well over half of respondents were white, with a quarter identifying themselves as ‘Asian’ and 6% as ‘Black’. Two thirds of respondents said that they did not travel with children. 16% of respondents said that they have difficulty walking.

Around half of respondents lived in Harrow, with people also travelling from Pinner, Stanmore, Wembley, Watford, Ruislip, New Cross, Greenford and Sudbury.

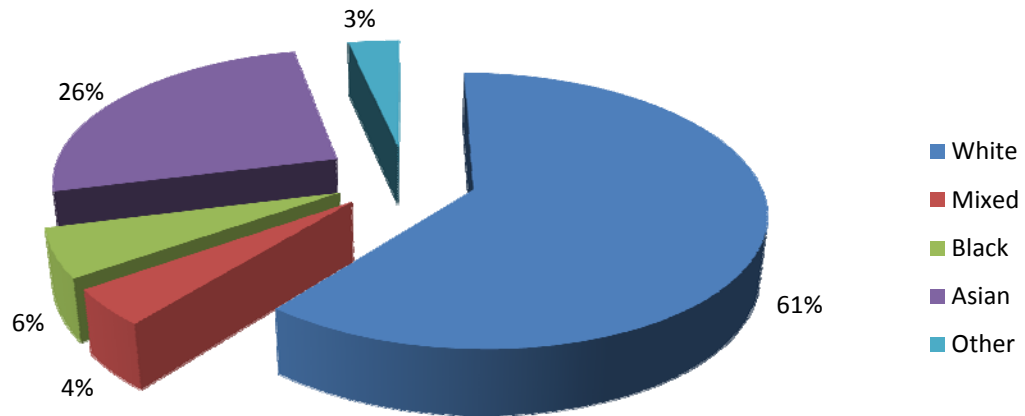
Graph 6 – Gender of respondents



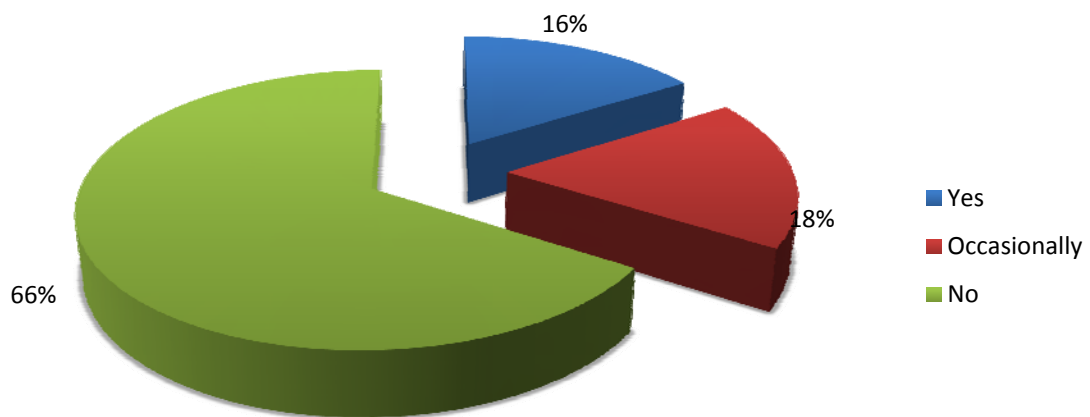
Graph 7 – Age profile of survey respondents



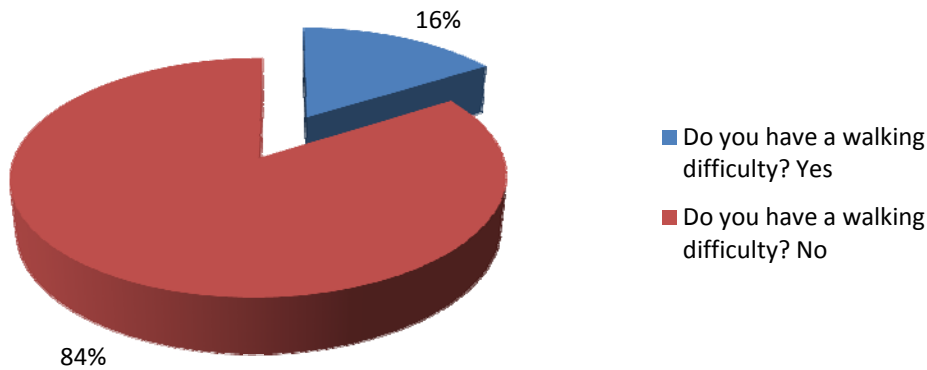
Graph 8 – Percentage of survey respondents by ethnic group



Graph 9 – Respondents travelling with or without children



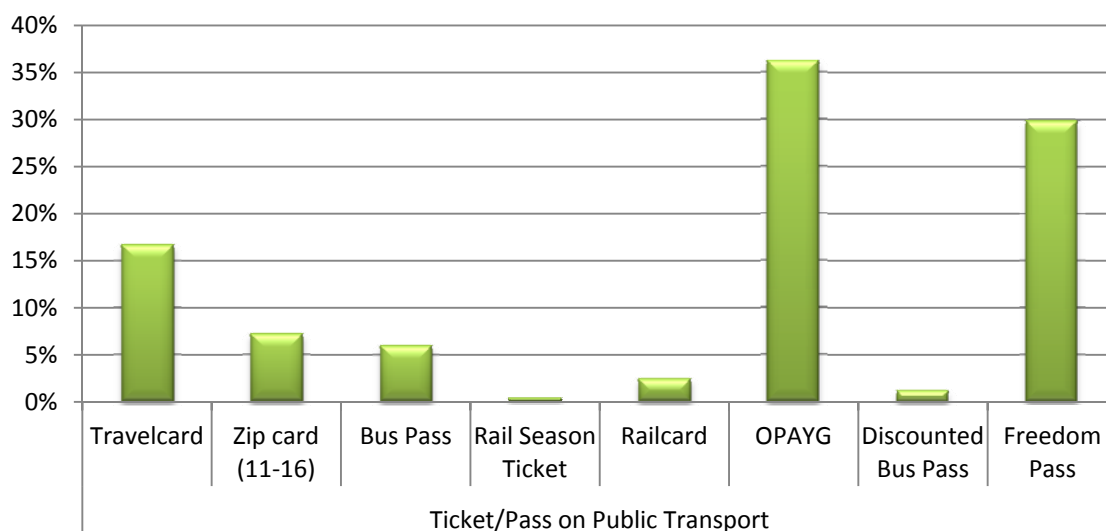
Graph 10 – Percentage of survey respondents who do or do not have difficulty walking



Ticket types used by respondents

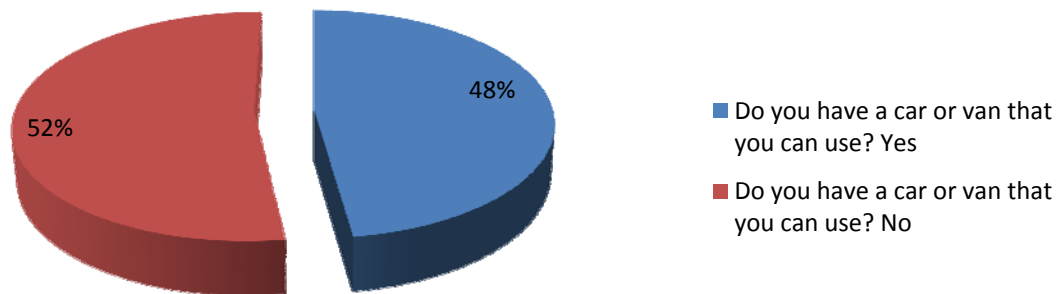
The majority of respondents (36%) said that they used Oyster Pay As You Go (OPAYG), similar to Stratford and Tooting and slightly lower than in Croydon and Romford. 30% used a Freedom Pass, again similar to Stratford and Tooting but significantly less than Croydon and Romford. 17% used a Travelcard, the same percentage as Romford but less than Tooting, Stratford and Croydon.

Graph 11 – Ticket types used by survey respondents



Respondents were fairly equally split when asked if they had access to a car or van (48% did and 52% didn't). This result puts Harrow somewhere in between Tooting, where 72% didn't have access to a car or van and Romford, where 62% had access to a car or a van.

Graph 12 – Survey respondents travelling who do or do not have access to a car or van



General feedback

Many of the people we surveyed commented that they were happy with public transport in the local area, particularly freedom pass holders. However quite a few people mentioned the lack of disabled access at Harrow on the Hill station and several people felt that public transport in London was too expensive. Specific feedback on the New Bus for London included the fact that people felt that the ceiling was too low upstairs, the seats at the back of the bus were too high, there was not enough buggy space and the fact that buses are packed after school.

Much of the feedback resonated with our transport users’ priorities, in particular the ‘A transport network open to all’ and ‘Enforcing the rules’ priorities.

We gave out 700 of the new London TravelWatch Oyster card holders which proved extremely popular. We also gave out cotton bags containing ‘Cabwise’ fold out tube maps, pens and giant paperclips. Our money saving tips printouts also proved popular.

3 Conclusions

The passenger events give London TravelWatch a chance to speak to transport users directly, giving them an opportunity to tell us any everyday concerns, as well as telling us when things are working well, which we can feedback to transport providers to resolve or use as a best practice example. We manage to reach people we do not often speak to directly, and by holding the Harrow event on a Saturday we enabled people who work during the week to come and speak to us.

The events are also a way of raising London TravelWatch's profile, explaining what we do and what we can do for the travelling public within specific areas, especially amongst people who may not fit the profile of our usual complainants.

While the surveys are not necessarily statistically significant, they do provide an interesting snapshot of travel patterns on a Saturday in a busy outer London area.

Appendix A: Selection of comments

The following are a selection of comments made on the day:

Came to meet friends, sometimes travels in car with partner.

Travelling on public transport is expensive! Compared to other European cities.
Walks for exercise.

Better access for buggies needed but new bus wide enough for two.

Please don't provide any more buses with backward facing interior seats, nobody wants them, I have seen passengers that would rather stand up, when all forward facing seats are taken up, people vote with their feet, I have seen this happen! It makes you sick to your stomach when the driver goes round corners. Incidentally, TFL are just as much to blame.

As I am disabled - Harrow on the Hill terrible to use as only access is steps.

I use tube/train to travel to work. I use public transport to get to meetings and appointments for work purposes as I work within Harrow community.

During the summer I had very bad experience with Driver's Attitudes towards my niece as a wheelchair user, may I suggest further training for drivers. Also to enforce the use of Wheelchair space as a priority for wheelchair users. Thank you.

Tube North Wembley to Harrow W doesn't run well. Overground does run well
Transport in London appears to be getting better, until it goes wrong and then it really goes wrong. Auto announcements on the new Metropolitan line trains glitch and announce route changes randomly. Bus not that frequent and can take longer due to traffic. Often cheaper to drive!

Southern Service needs longer and more trains. I am concerned about NBfL -
Ordered for election - without knowing purchase cost - without deployment plan -
without explanation of how to pay for 2nd crew member - currently unable to achieve
passenger capacity. Came to event to see the bus. I make many journeys by car
because of time Boris promised express orbital bus routes but they never happened.

1st Floor of bus needs 6" more

113/184 diversion

Seats are quite high up, distance is very narrow, handle above door exit.

There are less buses than elsewhere, doors will be closed at some point, lack of
access at Harrow station

Would like more buggy space on 140,114,H9, H90

I never received my Oyster and therefore travel by car.

Doesn't use public transport very often as it is never on time and awkward with
children.

Love the new bus: very spacious, looks luxurious.

Would like feet support. Better accessibility at Harrow needed. Nice bus but doesn't
like the seats. Happy with transport. We are well served with transport in Harrow.

Bus timetable H13

258 - unreliable - consistently over 1 hour - lack of direct route night buses to Greenford

Seats often too high for older people.

Buses get packed after school, all schools too busy. Would like more buses during school hours. Likes New Bus for London

Quite good transport

258 bus route always stops and wants to make up time

Would like to see return of routemaster buses. Prefer option of jumping on and off.

Very lucky to have lots of transport options

When do we get the new bus in Harrow?

Not bad - H11 usually runs on time, Sovereign buses are good. Harrow train station is difficult because no lifts - need to go up and down 2 sets of stairs.

Women drivers are better

Like new bus. Shame it can't charge battery when slowing down.

Bus too small for shopping trolley. Bus too small for prams and buggies. Too many high seats not good for those with disabilities and the elderly. Upstairs is great.

Stuffy buses and trains

Buses not clean 186, 140, 340, 258. Food should not be allowed, cleaned more frequently

School children on regular buses. More buses. Uses bus as there is nowhere to park.

Very stressful in the morning with schoolchildren

No lifts at Harrow station - no help from staff

Graffiti upsetting and disturbing. Litter not cleaned regularly, and often glass.

Northwick Park southbound matrix screen is always wrong and information on web is also incorrect. Harrow on the Hill no information. No disabled access at Harrow on the Hill and Northwick Park.

Freedom pass enabled me to stop driving and travel on public transport. Destination of met line changed whilst on route which was very inconvenient.

Would like the new buses in Harrow

Occasional delays on 183

Doors get stuck for people with wheelchairs. No roofs at certain bus stops. 186 delays every time, especially mornings. Do not stick to the timetable it says 3.30 comes at 3.35.

30 minute wait for H10 - too long (missed 1st bus and waited for too long for next bus.)

Happy with transport - always on time

3rd November - Metropolitan and Jubilee not working. No indication of where to go late at night. Staff at bus stop but no one to direct you there. Replacement bus not working with other replacement bus.

H18 not running to time, large gaps. Supposed to run every half hour but not travelling.

Would like more doors on buses. H13 doesn't run accordingly to timetable. Screen to show map of where you are and where you're going.

likes the new bus

The problem with London's transport network - outer London anyway - is that it takes too long to travel on orbital routes by bus. We need a network of express bus services using bus priority lanes. Only this will stop the cancerous spread of cars.

I use public transport because I am a bus driver

Good bus service. Heating not put on makes me very cold and I get ill. No-one gets up for me and other old people. Announcements should be made by bus people: 1. Get up for old people. 2. Put heating on

The service is very good but buses have big problem. 1.) very cold - driver seem not to put heating on. 2.) very dirty and smelly. No one gets up for old people. Should be announcements for: stop loud music, get up for old people.

Bus garage very difficult for them to turn around - Redesign?

Doesn't use public transport regularly due to convenience and cost.

We need brand new air conditioned buses

Standing into Baker street and kings cross on the tube. Steps at North Harrow make it inaccessible.

Overall I think the bus service in Harrow is good and the waiting time is usually reasonable. Most of the main routes have several buses which can be used rather than having to rely on just one bus. I am quite satisfied as well.

Bus 186 to Brent Cross pulled into Harrow Bus station behind 4 other buses, unable to see Bus no. It then pulled out around the other buses without waiting to see if there were any passengers. It was not until it pulled away the number on the front was visible.

Generally very happy

Stairs very difficult with push chairs. Walks as its difficult with a push chair to use the tube/train because of stairs.

Doors in the bus station don't shut

Bus lanes create longer traffic jams in rush hours

Doesn't use public transport due to family situation - I have to drop my son off at nursery.

I use H17 every day and during peak hours it is always packed i.e. I bypass 2 or 3 stops at 8am each morning just to make sure I get on - same at 5pm it is the only Bus to service Sudbury Hill!

Lots of buses go past where we live which makes it easy to get out and about.

Transport in Harrow is rubbish. Fares very high for very short journey, especially on the bus - Ward councillor for West Harrow

Some of the seats are too high and the passage way is too high and it takes too much space.

Live locally so very happy with transport

Doesn't use public transport due to convenience and security.

NBFL seats are hard, very difficult for long journeys but looks beautiful, can't open windows.

I'm satisfied with the transport in Harrow. Buses are usually on time. I also like this new bus, it looks nice and comfy.

Prefer bus/trains - car not used for past 4 or 5 years - 258 Bus to Watford for a walkabout.

Am very glad that you are active in Harrow. The two issues I would like to see addressed are information on the tube (Why is departure destination on the dot matrix display at Pinner? I have more information on my ---- than passengers have on the display) and engineering work (why no respite after the Olympics? London did pay for the games after all.)

I think the free travel for children should be abolished. We had to pay for our children to travel to school and nobody was well off. Nine times out of ten they only go 1-2 stops (to a take away)

Too expensive and unreliable dirty and smelly

Reinstate ramps at Sudbury Hill Harrow. Put direct trains to Birmingham. Extend Platforms at Sudbury Hill Harrow. Came to see London TravelWatch

As far as the 183 bus is concerned, ludicrous to have a timetable. I know its a long route and can be held up. But every 7-10 mins at my bus stop, thats a joke. And everyone knows 183's like to come in two's.

The maps for buses are quite confusing and you no longer produce written time tables. Makes it difficult to find your way round

The new double deck bus looks rather strange, but is nicely appointed within. I will be able to assess it better when I have had a chance to ride on one.

Without the bus no shop to get basics - local shop wonderful but not for meat/fish etc. About the Bus: Headroom on upper deck insufficient for 6ft+ why two man bus (cost?) Two stairways (But could they be made one-way system to avoid congestion?) Except of course in emergencies (when no-one should be ascending) New trains are great but bars too high to hold. New bus: very pleased about the back entrance and having a conductor as well as driver. Not enough spaces for buggies, cases etc and not enough space between seats and aisles. Too big a step up to seats half way down. Hurry up and put lifts at Harrow on Hill station! Also Baker Street!

Harrow's facilities for wheelchair users is poor. Wheelchair user cannot get a train - can only use bus or black cab.

The new 114/183 bus diversion coming into harrow is a nuisance. A disabled person couldn't get on the 114 bus because the facilities weren't working.

Difficult to walk to station on my journey along Northumberland Road, HA27R. The uneven pavement makes it very hazardous on the pavements are such a terrible state, uneven and easy to trip up. Needs attention! Very narrow road, so much traffic racing along like a main road, used as cut through to Pinner.

The lack of lifts at Harrow on the Hill Station is a Disgrace

It is most frustrating when a late running bus is terminated mid route. Not only have I had to wait past the scheduled time for the bus to arrive, I then incur a further delay in my journey. Additionally, drivers are often reluctant to issue credit tickets on such occasions.

I don't often use public transport because it's much easier to go in my car.

I loooove the old-style buses back.

Please may I keep my Freedom pass. Without it I will have to give up my Freedom which means I will not go out of Pinner. I do find it difficult to move around. I also have a learning disability.

My husband filled survey in, I am registered blind.

Sometimes, buses take more than 15 minutes to arrive at its stop and that during the day - this should be acted upon. When I am travelling with elders we tend to walk even up to Wealdstone because its quite expensive to bus it. Thank you. Ps or even after school/work time there should be more around as they over fill.

Need to transfer heavy shopping and Aged, infirm family and friends.
140 crowding on lower deck and driver has realising, upper deck has room. Problems with 182 suddenly changing destination. It made me late for an appointment. It took a long time to get fare refund and I was never compensated for money wasted chasing it up, including postal order in customers home returned. Really cannot afford too many fares. Only use public transport when travelling out of area or subsidised.
My wife is disabled (Blind) and has a guide dog, sometimes she has not got through the exit door, before it closes, it would be very good, if the door had a sensor built in; so people cannot be caught between the doors.

The only thing thats wrong is that the Mayor has put the bus fares up four times. He has also stopped erecting the lifts at Harrow station. Tell him to get on his Bike and go.

Increased rough rides due to constant heavy breaking and fast turns (schedule times too short?) Buses reliable and widespread.

New underground trains have few seats and more standing room, may be good for young people but for old people may not be possible to get seats at all the time.
Freedom pass as the name rightly suggests is very useful. I always try to use this valuable card wisely. I am very grateful to the Harrow Council for providing me this Freedom Pass.

It is more convenient to use the car or walk to my place of work - I sometimes have to visit other sites so the car is essential at those times. (I use the tube to travel into London - shopping, museums, theatre, etc.)

I am living alone and I like feeding the birds and coming to see people

The floor area is dangerous when rain is falling or fallen, it is excessively slippery - have seen other people in same situation. (Harrow Bus Station).

Several times on my way to or coming back from heathrow. We have been thown off 140 Bus. One stop from Heathrow and nearly missed our coach. Which is not funny. With all our luggage as well as our age its awful we are always traumatic for us. State of pavement in Northumberland road makes it difficult to walk to station. Pavement especially near the corner shop of N'tomer Road Particularly poor. Stairs at North Harrow Station difficult to manage. Should have standby type stair lift. Bus 186 used to park in Northwick park social club and wait there for 10 mins but this time the have changed it to st Marks hospital bus stop. There is a community mostly hospital workers, living at the back of the hospital - prefer bus to park in social club. Harrow on the Hill station is a very busy station, many people with childern (prams) disable people and old people struggle every day getting access to the platforms. This station must have lifts.

Please install lifts in Harrow on the Hill station

Buses are nearly always overcrowded. Too many children and obese people
No lifts on most stations, unfriendly for wheelchairs and buggies
Lack of stair lifts at North Harrow, make it difficult for people with minor walking difficultiesto use underground. Particular nuisance when met line connects all main rail stations which have lifts

They need to put a stairlift at North Harrow station as I find using the steps too difficult. I also see women with prams struggle down the steps at most times there are no staff about to help them.

Appendix B: Findings from the previous surgeries

Croydon 17th November 2009

For this event, a bus, kindly provided by Arriva London, was parked in North End between 10am and 4:30pm. This is a central location within the town centre close to shops and the market. Croydon was very busy all the time that London TravelWatch were there and we spoke to over 1,000 people on the day, including a wide range of the travelling public – bus users, motorists, pedestrians, cyclists, as well as tram and rail users. The public were generally positive about transport and the complaints and concerns were usually about specific problems, rather than an over-arching pattern. We heard about problems with ramps on buses, and the local bus operators spent time explaining to people what the problems were and how they could try to overcome this. When particular bus routes were mentioned, the operators, in the main, already knew of the problems – usually congestion or routeing. It was also clear how important people's Freedom Passes were to them.

Romford 5th March 2010

For this event, a bus was parked at the South Street end of the Market Place between 10am and 3pm. Romford was less busy than Croydon, and we spoke to more people who never used public transport. In Romford, we found people less satisfied, generally, with the provision of transport in their area. We also heard repeatedly about problems with the specific bus routes owing to roadworks, short turning buses and crowding. We also heard problems about the pedestrianisation of part of the town centre making the buses less convenient. We heard frequent confusion about whether new Freedom Passes could be used immediately.

At both Croydon and Romford, we found many wheelchair users or mobility impaired people who were not aware that all buses in London were now accessible, or how to use the ramps on buses. Following this, we asked TfL to improve the information they provide to disabled users of public transport.

Stratford 24th March 2011

For this event, we parked a bus outside the rail/underground station, which is next to the bus station and opposite a shopping centre between 10am and 4pm. Stratford bus and train station was very busy throughout the time that London TravelWatch was there. We spoke to over 1,000 people on the day, including a wide range of the travelling public – mainly bus users, but also rail, tube, pedestrians, motorists, cyclist and DLR users. The public were generally positive about transport in their area and the complaints and concerns were usually about specific problems, rather than any over-arching pattern.

At both locations, we found many wheelchair users or mobility impaired people who were not aware that all buses in London were now accessible, or how to use the ramps on buses. We were able to give advice and practical

demonstrations (along with the local bus operators) on how to use the buses, especially the ramps. In some cases, people who did not use buses said they would in future.

Tooting 10th March 2012

This event took place between 10am and 2pm. Staff were based inside Tooting Broadway Underground Station and outside the entrance to Tooting College and the Sainsburys supermarket. They were also on hand to talk to passers by outside the station.

A lot of the people surveyed commented that they were happy with public transport in the local area but several respondents said that they thought that it was too expensive. Others said that they would like stations to be cleaner and to have better access for the disabled. Access to hospitals was another issue that was raised by some respondents and safety of public transport late at night was also mentioned.