

Public Board Meeting

24.07.24

LONDON
TRAVELWATCH

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Agenda item: 2
LTW747

Business Plan priorities: update and status

Priority	Lead	Update	Status
1 More seamless journeys	MR	Initial desk research of relevant docs started: focus on establishing what's in scope re "connectivity". Aiming for LTW paper by end July.	
2 More accessible transport	AS	We've reviewed this priority and decided to streamline it into two strands, one focusing on national rail and the other TfL. We're continuing to engage with relevant stakeholders (inc. DfT, RDG) on accessibility initiatives e.g. improvements coming out of the ticket office work.	
Greater TfL ambition in building trust	MR	Good challenge session held with TfL. Positive signs on level of TfL medium-term ambition: need to secure public commitment. Aiming for LTW assessment of strategy by end July.	
4 Better transport services	AS	Building on findings of bus passenger research with extra analysis of external data/borough engagement/desk research. Report to be ready for Catch the Bus Month. Stakeholder engagement via Bus Alliance and TfL ongoing.	
5 Further action on inclusion	AS	Ongoing work with TfL arranging autumn personal security summit with industry (scheduled for October), and interim meetings with rail industry to build knowledge/support. Digital exclusion mystery shopping programme being conducted over summer.	
6 Closer working with Transport Committee	AS	Intro meetings with new transport leads underway. Some delays caused by general election, but now returning to BAU. Continued conversations with transport committee to feed into their workplan, and Michael was panellist at recent Committee meeting.	
7 Improved casework operations	SJ	Changes to the CRM are currently in progress. Second Rail Ombudsman Consumer Panel to discuss improvements to passenger experience and access to complaining and appealing. Changes to approach to appeal management fully embedded.	
8 Improved LTW insight	AS	Initial meetings with Transport Focus on future of transport work. Looking at improving casework/knowledge sharing with AMs, and mapping	

		MPs/new Govt post-election. Engagement programme to ramp up after the summer recess.	
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Completed or going well	Under way or ongoing	Not going well	Not started	No longer applicable
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