
Campaigns & Advocacy Report

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Agenda item: LTW752

Drafted: 16.07.2024

Better transport services

Since our last meeting, we have done further analysis on the results of the research into bus passenger attitudes and priorities, reflecting input from the Board. We have also undertaken further desk research and analysis of external sources, and are engaging further with Boroughs, to help build a more in depth picture of current bus performance in London. We are now pulling the various strands together into a “state of the nation” report into buses which we will use to campaign for improvements to bus services and inform conversations with stakeholders.

The Bus Alliance is also gaining momentum again, with a good turnout at our last couple of meetings. Members are keen to build support for improvements to bus services, with a focus on bus priority, and we are exploring potential opportunities for joint working. We have also discussed issues such as bus safety, performance and expansion of the Superloop, and Catch the Bus month in September.

Working with the casework team we continue to respond to regular consultations across modes and operators. One issue that we identified through this work is a proposed increase in services to and from Euston, including from open access operators. While London TravelWatch supports an increase in rail services for passengers, we are concerned that Euston station would have trouble supporting an increase in passenger numbers. There are already a number of issues with the passenger experience at the location, including quality of information displays, the interface between different transport modes, and overcrowding especially during disruption. We are sharing our concerns with the relevant train companies, Network Rail and the ORR.

Following Labour’s win at the general election, we have reviewed their plans for rail reform, published pre-election. Proposals include nationalisation of passenger services, an integrated rail body and a new passenger body. We are monitoring any further developments, particular with regards to consumer advocacy and support, and will engage with the government and industry as needed.

Accessibility and inclusion

We continue to receive good engagement on our personal security work. We have met with a range of stakeholders to discuss how to improve safety for passengers, with a focus on the LGBTQ+ community. This includes individual train companies, as well as presenting to the Rail Delivery Group’s Policing and Security Implementation Group, which brings together organisations across the industry.

We have also been working with TfL to look at how our recommendations can be built into their work, including engaging with network groups and presenting findings to the relevant operational teams. We are also co-ordinating a personal security summit with TfL to bring together stakeholders from across the transport industry. This is provisionally scheduled for autumn, and the session aims to be a forum to share learnings, explore barriers to action, and identify tangible next steps to improve people's safety when travelling.

Our digital exclusion work also continues. Building on last year's report looking at the issue, we are working with a research agency to review digital exclusion across London's transport network, including a mystery shopping programme. This will help identify where there has been progress and where significant issues remain. We will be beginning the fieldwork shortly.

We are also continuing to discuss potential improvements at train stations with the Department for Transport, Rail Delivery Group and relevant train companies. This builds on the responses to the ticket office closure consultations last year, which identified a variety of accessibility issues at stations, for example difficult (and for some people impossible) to use ticket machines.

Work with the Transport Committee

We have been meeting with new and existing Assembly Members and Transport Leads at the London Assembly to build our relationships and discuss how we can work together to improve transport for passengers. While the general election and the accompanying pre-election period caused some delays to this, we have still been able to make decent progress and provide input into the Committee's proposed workplan for the year.

Michael was also invited to speak at the Transport Committee's July session. This meeting looked at the Mayor's Transport strategy, with Michael providing our views and insight into if and how the strategy was being delivered, opportunities for further progress, and barriers to meeting the targets. You can [watch the meeting online](#).

Any other updates

- We met the Managing Director Network Rail's Southern Region to discuss the organisation's plans for CP7, performance on the network and planned engineering works.
- I attended the Parliamentary Advisory Council for Transport Safety (PACTS) Rail Safety Working Party quarterly meeting. We discussed the group's priorities, the impact of climate change on rail safety, and testing of new technologies.
- We met the DfT to discuss the expansion of pay-as-you-go to more stations, and accompanying comms to passengers.
- I attended the Travel Demand Management Forum for London. We discussed the closure of Colindale station, tram disruption and learnings from the Champions League final.
- We went to TfL's Bus Safety Summit. The event brought together stakeholders from across the industry and focused on bus passenger injuries, what is currently being done to prevent them, and new ideas for creating a safer environment.

- Tricia was a panellist at the launch of the London Transport Museum's new report "Making transport fit for the future", exploring how to make sure transport networks meet passengers' needs.
- We continue to regularly meet TfL to discuss ongoing issues. Recent topics have included Dial-A-Ride, passenger management at large events, bus stop bypasses, Superloop performance and information provision at bus stops.
- We met some operators who are bidding to run the Elizabeth Line to share our thoughts on the current service, customer needs and potential improvements.