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## Campaigns & Advocacy Report

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### Better transport services

The bus report is being launched in the first week of November. This brings together research with the public, engagement with boroughs and analysis of external data sources. This is being accompanied by public comms, media and stakeholder engagement. We have already had early interest, including from TfL and London Councils. Alongside this we continue to chair the Bus Alliance, and are developing a plan for joint activities to build on the findings from the report, with a focus on bus priority.

We have also begun developing our work looking at different “pain points” on transport. This project aims to identify parts of the network that are causing particular problems for passengers, and push for action to make them better for everyone. We have carried out initial scoping to explore potential areas of focus, and have provisionally agreed on two topics for immediate action. This includes Euston station, where we have already begun work, and the Central Line. More details are available in the Business Plan Priority 4 Board discussion paper.

We have also been working on the issues that arose following September’s cyber attack on TfL. While the operation of most services was unaffected, there were significant impacts in some areas. This included Dial-a-Ride, with bookings temporarily suspended. Applications to apply for discounted travelcards (such as Zip Cards) were also suspended, and most remain unavailable, though TfL are starting to reopen the process. Access to journey history remains suspended, and we are concerned passengers do not have access to the information they need and are being left out of pocket where they are unable to get refunds.

We have continued to engage with TfL on these issues, raising both the specific concerns mentioned above but also the poor public communications they have provided to passengers affected. They have agreed to our requests to improve information on their website regarding the attack, including clarifying information about refunds and restoring services. We have also successfully pushed them to issue more communications to passengers when they can.

More widely, we had a two-part quarterly customer care meeting with TfL. We focused on the customer care score, which has seen significant improvements recently. We discussed the drivers behind the score, different views across different demographics and how further improvements could be made.

## **Accessibility and inclusion**

While some transport accessibility schemes are still awaiting government sign-off, we continue to meet with the DfT and the RDG to feed into the schemes where possible. This includes a pilot of Welcome Points at stations and improvements to ticket machines, initiatives stemming from the results of the ticket office closure consultations last year. We visited the RDG offices to test some of these ideas, and will continue to work with them as it progresses.

We continue providing input to other areas of accessibility, including:

- Attending the TfL Inclusive Transport Forum, where we discussed bus driver training, step-free access and making public electric vehicle charging infrastructure more inclusive.
- Writing a letter to Network Rail calling for level boarding on all services at Old Oak Common, which has been co-signed by 8 accessibility organisations.
- Submitting a response to the London Assembly Transport Committee's call for evidence on accessibility and inclusion in London's transport.

The digital exclusion mystery shopping programme is underway, with the fieldwork currently taking place. The research agency will be analysing the results to prepare a report of the findings, with early insight available in December.

We are fast approaching the personal security summit (22 November), which we are holding with TfL. This will bring together industry, community groups and other relevant stakeholders to share learnings and boost the issue up the agenda. We are in the final stages of preparation for the event. Conversations with industry about the work also continue more generally, including presenting our research findings to Avanti West Coast and an introductory meeting with Zoteria, an app promoting the safety of the LGBTQ+ community and allowing people to report hate crime and gain access to support services.

## **Improved LTW insight**

We have put the work on the future of transport (a joint piece with Transport Focus) on hold. While we had started drafting a short discussion paper looking at potential areas of focus, due to resource and capacity constraints Transport Focus have requested we pause the work. We have agreed to this, with a view to checking-in in mid-December to reassess plans.

Early scoping for the passenger insight survey has started, using the Mayor's Transport Strategy as a base for the areas of focus.

## **Other updates**

- We continue to regularly meet TfL to discuss ongoing issues. Recent topics have included the cyber attack and its impact on passengers, industrial action, trams, level boarding at Old Oak Common and their use of the Single Justice Procedure for prosecuting fare evaders.

- I attended the Travel Demand Management Forum for London. Topics covered include industrial action, engineering works over the festive season, and resignalling works on train lines into London Victoria.
- We met the RDG, where we discussed plans for rail reform, plans to roll out new information about disruption, and their work to help bystanders to recognise and help combat sexual harassment on the railway.
- I met with officers from the London Assembly's Transport Committee as part of our regular engagement. We discussed the committee's work on accessibility and inclusion, future topics they will explore and London TravelWatch's appearance at the Transport Committee in December to discuss our proposed business plan.
- We had a regular meeting with Transport for All, during which we spoke about Turn Up and Go, level boarding at Old Oak Common and Dial-A-Ride services following the cyber security attack on TfL.
- Susan joined a specialist workshop providing input into Barnet Council's transport strategy. They discussed the key transport issues facing the borough over the next 20 years, looking at aspects including active travel, improved public transport and safety.
- We met the Rail Accident Investigation Branch (RAIB) to discuss their work, including how they decide their approach to each incident and the results of their recommendations.
- I attended the Parliamentary Advisory Council for Transport Safety (PACTS) rail safety working party (RSWP) group. We discussed the priorities of the group, research into the benefits of modal shift, and the ORR's annual report of health and safety on the railways.