



Transport users' priorities for the 2012-16 Mayoral term



London **TravelWatch**

The voice of London
transport users



10
policies to keep
Londoners moving

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Transport is one of the Mayor's key responsibilities and London's transport needs are ever changing as demand on all the capital's network continues to grow.

On behalf of all London's transport users, **London TravelWatch** has identified ten key policies to help keep Londoners and visitors to the capital moving. Not all of these involve large expenditure, but they all require a strong commitment to using the Mayor's strategic powers to achieve a coordinated approach to improving the experience of London's travelling public.

We look forward to hearing from all the candidates as to how they will support these ten key policies.

Transport users' priorities for the 2012-16 Mayoral term

- Frequent and comprehensive public transport
- A fair deal for travellers
- Easy interchange
- Reliable and timely information
- Travelling with confidence
- A transport network open to all
- Enforcing the rules
- Walking with pleasure
- A single door-to-door service
- A road network fit for purpose





Frequent and comprehensive public transport

London is a rapidly expanding 24-hour city and its people need transport services to match. Capacity must keep pace with a growing population. On the buses the network should be enlarged to bring services closer to where people live and work, especially in outer London. Passengers want to see reliability maintained, so congestion pinch points for buses must be eliminated and the Mayor must take a strategic lead in promoting bus priority measures on both the boroughs' and Transport for London's roads.



The programme of upgrades to the Underground must be continued. Rail users need longer and more frequent trains, with more spacious stations and new lines to relieve the pressure. The Mayor must use his or her powers to bring all our local railways up to the standards achieved by London Overground.

A fair deal for travellers

Public transport must be attractively priced to be accessible to all Londoners. The rationale for the level and structure of fares should be open and transparent. The Mayor should continue to set out his or her objectives for fares in London and consult each year on proposals for change.

Oyster has revolutionised the journey experience. However, where its complexities mean passengers lose money by not 'touching in or out', they should be able to resolve the problem quickly via a free phone number. It is unacceptable that passengers are overcharged and then asked to ring a high-priced phone line to get redress.





Easy interchange

Easy interchange is an essential feature of modern travel. This goes beyond station boundaries onto the next stage of the journey. All London's transport operators must provide and publicise 'continuing your journey' information, together with level, clear and continuous walkways, and well-signed, conveniently located and accessible bus stops.

There are some major interchange projects, such as at West Hampstead and Brixton, which would deliver passenger benefits extending far wider than the local area. The Mayor should promote the strategic benefits of these schemes so that they can be developed.



Reliable and timely information

Technology must be harnessed to deliver up-to-the-minute travel information at all journey stages. Internet and text messaging initiatives are welcome, but provide limited help for passengers at bus stops. The Mayor should extend real-time information (Countdown signs) to many more stops and bus stations.

Passengers are most in need of information during times of disruption. All transport providers must work together at times of disruption to minimise the impact on passengers, and the Mayor should take the lead in facilitating this.





Travelling with confidence

Success in reducing crime on the London transport system must be matched by continuing efforts to reduce the fear of crime and anti-social conduct. This requires proper levels of staffing and supervision as well as good lighting, clean and cared-for vehicles, stops and stations, and technology such as help points and CCTV.

The stresses of travelling in an ever more crowded London are obvious. We are all entitled to expect good behaviour and consideration from our fellow travellers, and they are entitled to expect it from us. The Mayor should continue to promote this.



A transport network open to all

Buses are the only fully accessible form of public transport available across the entire capital. In some boroughs almost every bus stop is accessible, but unfortunately in others this is true of only one third. Buses must be able to reach the kerb so that drivers can deploy the access ramp correctly. The Mayor must commit to making the bus network truly open to all during the next term of office.

Making the Underground and other railways fully accessible will increase capacity and improve everyone's mobility. This will help those who find the system hard to use because they have a disability or are travelling with children, shopping or luggage. Making stations step-free can be costly, but the Mayor could achieve this in a more cost-effective way by integrating such work within the general station upgrade programme. Finsbury Park and Vauxhall should be priorities for the next Mayoral term.





Enforcing the rules

The Mayor must publicise and enforce the rules if Londoners are to travel with confidence.

Parking controls, bus lanes and other forms of traffic management must be enforced consistently to ensure that bus passengers are not delayed, and that buses can pull up beside bus stops. Pavement obstructions, cyclists ignoring red lights, passengers with their feet on seats, dropping litter, and motorists driving uninsured vehicles are all unacceptable forms of behaviour which must be discouraged.

Passengers should be encouraged to give up their seats to those in greater need, to fold up buggies when vehicles are crowded, and to make space available for wheelchairs.



Walking with pleasure

London's streets can and should be more pedestrian-friendly. They should be great places in which to get around. This requires good upkeep of pavements, removal of clutter (such as guard railing, A-boards and other obstructions) and fresh thinking about the design of crossings. The benefits of the Legible London wayfinding scheme go far beyond each locality. It should be a single, unified programme which the Mayor should roll out across London.

There are many pedestrian interchange opportunities between closely located stations which should be improved and promoted so passengers are encouraged to walk between them rather than making unnecessarily circuitous journeys.





A single door-to-door service

Much has been done to make mainstream transport more accessible but London's population is ageing and the need for bespoke door-to-door transport services for elderly people and people with disabilities is growing.

As well as Transport for London, there are numerous other providers of door-to-door transport such as councils and health authorities. There is too much duplication, and unnecessarily restrictive rules about who can and cannot travel, and where they can go. Users need a simple, single service whether they are going to the shops, day centre, school or hospital.

The Mayor must work, in the next term, to rationalise and improve door-to-door services for the elderly and disabled.



A road network which is fit for purpose

Congestion on London's roads affects all travellers and is forecast to worsen as the population grows and economic activity increases, particularly in outer and east London. The Mayor must develop a coherent plan to address these pressures.

He or she must ensure that roads and traffic signs and signals are kept in good repair, and that roadworks are completed quickly. This will be helped by introducing a lane rental scheme. Motorists need clear information about roadworks in a timely manner to allow them to alter their journey plans.

There must be no relaxation of the successful efforts which have reduced road casualties through engineering, enforcement and education.

Gyratory systems and some one-way streets are problematic for all transport users and the Mayor must speed up work to remove them.





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