

London TravelWatch – Key business plan activity 2018/19

(1st April 2018 – 7th February 2019)

1. Support and advocate objectives which will make best use of scarce capacity on all London's transport networks and promote infrastructure changes that will help this.

Management of road capacity

- Review final MTS particularly regarding bus priority measures but also cyclists and pedestrians.
- Update our policy/lobbying perspectives accordingly.
- Follow up particularly on Hail and Ride sections of bus routes. Investigate full extent and impact of these. Begin to lobby TfL and the London Boroughs to introduce fixed stops instead. Focus on Sutton, Enfield and Redbridge; follow up with TfL; survey Go-Ahead hail and ride bus drivers.
- Raise at next meeting with Gareth Powell (TfL Managing Director, Surface Transport) – previously cancelled
- Pavement obstructions. Lobby TfL to influence London boroughs. Waiting for City of London to respond.
- Engage with TfL re their proposals to change bus services in Central London
- Lobby TfL to increase bus priority measures in conjunction with Local Authorities
- Road Pricing Event (Ruth Thompson memorial lecture)

April 2018
Completed
May 2018
September 2018
and Ongoing

Tbc

October 2018
Ongoing
September 2018
Completed
September 2018
Completed
November 2018
Completed

Promote improvements which make best use of current assets

- Audit TOC station travel plans and analyse how these fit with our aspirations for improved station access by walking and cycling, particularly in outer London. General papers to board. Discussion held with RDG and meeting arranged with DfT.
- Start detailed engagement programme with TOCs to encourage them to improve access to stations by walking, cycling and public transport. **Delayed due to staff vacancy, restarting shortly.** Those from c2c/GTR to be revisited in next 2 years

~~March 2018~~
October 2018
and ongoing
(GTR and c2c)
~~Spring 2018~~
Delayed
October 2018
Work restarted
in January 2019

Improve surface access to London's airports

- Update and republish our research into improving surface access to London's airports.

January 2019
Completed

Promote further devolution of NR services to the Mayor

- Promote TfL model in meeting new Transport Minister – including proposals in Gibb review.
- Discuss with Chris Gibb at board meeting.
- Member briefing on how TfL concession model differs from DfT franchise model.
- GTR – create a 'wishlist' for the Minister

June 2018
Completed
Spring 2018
Completed
April 2018
Completed
Letter sent in
September 2018
Completed

<p>Timetables</p> <ul style="list-style-type: none"> Review impact of new Southeastern, Southern, Thameslink, Great Northern, SouthWest Railway and GWR timetables. Ongoing discussion with TOCs as timetables develop Monitor closely as major change is introduced on 20 May 	<p>Ongoing – with October update to Board Ongoing July 2018 Completed</p>
<p>2. London has a transport system that is well-integrated and accessible to all, with convenient interchanges, easy to use ticketing.</p>	
<p>Ticket office closures</p> <ul style="list-style-type: none"> Closely monitor TfL’s progress in implementing the recommendations made after our review of the impact on passengers of closing London Underground ticket offices Oversee passenger consultation on any London Overground plans for ticket office changes; make recommendations to TfL and DfT. TOC delaying announcements until after local elections. <ul style="list-style-type: none"> Hold passenger consultation Board to make recommendations Hold discussions. <p>Fares Commence work with industry to promote simplified rail fares structure.</p> <ul style="list-style-type: none"> Successful meeting held – we will now convene quarterly. Board briefing on London passenger dis-benefits under current arrangements Begin targeted campaign RDG event <p>Accessibility Continue to push LUL to ensure rebuilt Bank station is fully step-free.</p> <ul style="list-style-type: none"> Discussion held with LU Meeting held with City of London Consider future step-free access improvements on National Rail and TfL networks and recommended priorities for improvement <p>Promote good practice at transport interchanges</p> <ul style="list-style-type: none"> Publish guide into service standards passengers should expect at bus stations. Detailed survey of bus stations underway. Press TfL to adopt our interchange standards and include us in early stages of design. Review signage and accessibility in and around Victoria/ 	<p>Reviewed July 2018 Completed March 2018 July 2018</p> <p>October 2018 Completed November 2018 Completed January 2019 Completed</p> <p>Ongoing April 2018 Completed June 2018 Completed March 2019</p> <p>Ongoing June 2018 Completed September 2018 Completed October 2018 Completed</p> <p>March 2018 June 2018 October 2018 Completed October 2018 Ongoing</p> <p>September 2018</p>

<p>Paddington/London Bridge stations following major changes.</p> <p>- Victoria station reviewed</p> <ul style="list-style-type: none"> • Hold first seminar to promote good practice at interchanges • Hold second seminar to promote good practice at interchanges • Agree the criteria to be used in 2019/20 to select 4 key outer London town centre interchanges for a particular focus on promoting improvements needed for transport users. 	<p>Delayed due to staff vacancy</p> <p>Work restarted in February 2019</p> <p>February 2019</p> <p>Completed</p> <p>June 2018</p> <p>Completed</p> <p>February 2019</p> <p>To be agreed in Q4. Will include Croydon</p>
<p>3. All decisions about transport in London take account of transport users' needs and priorities</p>	
<ul style="list-style-type: none"> • Offer to evaluate Demand Responsive Transport tender bids – needs formal offer • Respond to DfT closure proposal for Angel Road station <p>Input to DfT franchises before they are tendered</p> <ul style="list-style-type: none"> • Provide commentary on passenger facing elements of bids for the new Southeastern franchise. • Provide commentary on passenger facing elements of bids for the new East Midlands franchise. • Provide commentary on passenger facing elements of bids for the new West Coast Partnership franchise. <p>Give bus passengers a voice</p> <ul style="list-style-type: none"> • Conduct outreach work with bus users affected by previous and future changes to services around Oxford Street. • Meet with Westminster Council. Work overtaken by events • Hold bus user event in East London area (Walthamstow) • Hold bus user event in West London area (Uxbridge) • Hold meeting to discuss TfL Central London bus change proposals • Hold bus user event in Abbey Wood/Belvedere - meet Bexley to discuss • Hold bus event in Ealing area in conjunction with Rupa Huq MP • Hold bus user event in South London area (Croydon) • Review our different methods used to engage bus passengers <p>Continue to seek improvements to passenger safety</p>	<p>TfL declined offer</p> <p>December 2018</p> <p>Completed</p> <p>April 2018</p> <p>Completed</p> <p>September 2018</p> <p>Completed</p> <p>August 2018</p> <p>Completed</p> <p>June 2018</p> <p>November 2018</p> <p>Completed</p> <p>September 2018</p> <p>November 2018</p> <p>Completed</p> <p>October 2018</p> <p>Completed</p> <p>July 2018</p> <p>Completed</p> <p>October 2018</p> <p>Completed</p> <p>Date tbc</p> <p>Delayed due to staff vacancy and change to Crossrail/Elizabeth line opening date</p> <p>December 2018</p> <p>Completed</p> <p>6 March 2019</p> <p>Q4</p>

<ul style="list-style-type: none"> • Provide TfL with feedback from a passenger perspective to proposed changes arising from RAIB and SNC Lavalin reports into tram derailment. • Attend RSSB meetings on the safety aspects of the stepping gap between trains and platforms. • Hold two industry seminars on the findings of our research into bus occupant safety to encourage operators and decision-makers to respond to our recommendations. <ul style="list-style-type: none"> - Hold bus safety event (including with TfL) - Hold joint operators and bus manufacturers event with Transport Focus in the Midlands • Publish report with research conducted by Loughborough university into bus occupant safety. 	<p>April 2018 Completed</p> <p>Quarterly In attendance November & December 2018 Feb/March 2019 15 March 2019 Date tbc</p> <p>1 April 2019</p>
<p>4. The travelling public are well informed by service providers, they get high quality and timely information about services available, fares and ticketing and any disruption to their journeys</p>	
<p>Encourage operators to better manage service disruption</p> <ul style="list-style-type: none"> • Participate as a critical friend in industry's multi-agency Travel Demand Management Board. • Follow up with Southeastern into stranded train incident at Lewisham and present paper on the incident to Policy Committee • Review of autumn/winter resilience on National Rail and London Underground. • Attend National Rail debrief on Festive 2018 travel <p>Rail Passenger Ombudsman Scheme</p> <ul style="list-style-type: none"> • Continue to attend meetings to provide independent challenge as the Rail Passenger Ombudsman Scheme comes into operation • Assist DfT and RDG with establishing new penalty fare appeals panels for National Rail passengers • New consultation from DfT on level of penalty fares • Adopt new procedures to integrate the ombudsman scheme into our casework. • Continue to handle appeals from passengers whose complaint is ineligible for the new scheme, alongside our TfL casework. • Regularly review feedback so that we can incorporate any lessons for the industry in our advocacy work. 	<p>Monthly On target September 2018 Completed</p> <p>June 2018 Completed January 2019 Completed</p> <p>Q1/Ongoing</p> <p>April 2018 Completed August 2018 Completed</p> <p>Q2/Ongoing</p> <p>Ongoing</p> <p>Q3/On track – processes operating</p>

5. An efficient and responsive organisation

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| <ul style="list-style-type: none">• Organisation to move into new accommodation.• Carry out partial restructure of staff team to improve resilience. Agree structure. Recruit to frozen posts.• Agree 2018 objectives for board members.• Review and update finance procedures. Delayed by competing pressures. | November 2018
Completed
April 2018
Completed
April 2018
Completed
March 2019 tbc |
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