


*"Transport is so important, it's vital we users have a strong voice to speak up for us."
Ms D, Crouch End*



*"Good to feel you are not alone and that an independent body can take up your case when all else has failed."
Mr P, Wimbledon*

Our name, role and remit

Our name

London TravelWatch is the new operating name of the London Transport Users' Committee.

Our role

To be an effective champion for transport users in and around London.

Our remit

London TravelWatch has been created by Parliament to be the official voice for London's travelling public.

Our remit covers all those who use the buses, the Underground, the mainline railways, Eurostar, the Docklands Light Railway, Croydon Tramlink, taxis, Dial-a-Ride, and the Thames piers, as well as London's main road network (including cyclists and pedestrians).

Our responsibilities

Representation

We speak up for transport users in the media and in discussions with policy-makers in government at all levels – in town halls, at City Hall, in Whitehall and in Brussels.

Consultation

We are in regular dialogue with the transport industry (and its regulators and funders) about all aspects of its services and future plans which impinge on the users – including times, routes, frequencies, fares, ticketing, stations, vehicles, safety, security and information.

Investigation

We investigate complaints brought to us by users who have tried unsuccessfully to obtain an acceptable response from a service provider, and seek redress on their behalf where appropriate.

Monitoring

We track trends in service quality – such as punctuality, reliability, crowding, congestion, cleanliness, staff helpfulness, and waiting facilities. We raise questions and demand improvements when performance falls short of users' reasonable expectations.

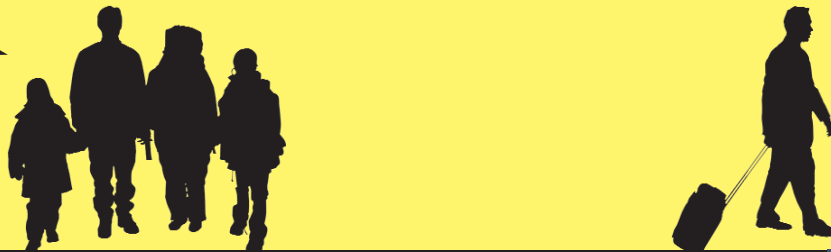
Our aims

In all that we do, we aim

- to take every opportunity to argue for a better travel experience for transport users
- to ensure that proper account is taken of the particular needs of London and its region in all transport policy and planning decisions
- to work closely with the Rail Passengers Council, our sister organisation which speaks for rail users countrywide
- to help empower users by providing the information needed to assert their rights
- to raise awareness of our role and our activities
- to operate efficiently and cost-effectively.

*"Am very satisfied – definitely felt that you were concerned, even though the bus company did not care."
Mr H, Kingston upon Thames*

*"... provided me with an excellent, prompt and polite service."
Mr B, Blackheath*



Our Chairman and Chief Executive

Our Chairman writes



"Your fellow passengers will not forget you. Trains and buses are vital to London – we will not let terror defeat us."

I wrote this in the book of remembrance for the 52 innocent people who died on 7 July 2005. London TravelWatch will remember the ultimate sacrifice they made and our thoughts are with those bereaved and injured.

Though not in the year under review, it would be inappropriate not to mention that terrible day here. Londoners are resilient, but safe, accessible and efficient transport is vital to a dynamic capital.

Following the attacks then and a fortnight later, the calm efficient way that the staff of the emergency services and transport providers dealt with the aftermath was amazing. We owe them a huge debt of gratitude. Thank you from all of London.

These events overshadowed my first year as Chair. Suzanne May's involvement went back to 1985. She has been a hard act to follow. I pay tribute to her magnificent work.

We welcomed some new members in early 2005 and sadly said goodbye to others. They gave superb service and I thank them sincerely.

Big challenges are facing transport users and providers. The 2012 Olympics will, hopefully, further boost exciting plans to expand the network. We will continue to exert influence to ensure that London's transport system is fit for the 21st century. Serious

funding issues must be resolved by politicians before some plans can proceed. We will continue to press them to give London's transport the priority it deserves.

This Review gives a small flavour of what we do to represent users, not only on public transport but also motorists, pedestrians and cyclists. I was amazed to find just how much we do in all sorts of areas. Last but no means least I would like to thank the staff, ably led by Rufus Barnes, who do a huge amount of work that is not always fully appreciated.

Brian Cooke F Inst TT *Chairman*

Our Chief Executive writes



This review records an amazingly busy year during which we have been involved in almost every aspect of non-freight transport provision in and around London.

Our aim is to influence the decision-makers to improve transport in and around our capital city.

The following pages show what we've achieved and what we hope to achieve in the future at both macro and micro levels. We recognise that whilst policy decisions determine the overall success of our transport network, for individual transport users it is our ability to sort out their specific problems that counts.

With the amount of activity at present in transport policy there are lots of opportunities to make a real difference for the future. Ken Livingstone, as Mayor of London, has secured funding for rail schemes, such as the East London Line and Docklands Light

Railway extensions that will bring enormous benefit and he is committed to implementing the Croxley Link extending the Metropolitan Line to Watford Junction. We will work to influence these and all new transport schemes to ensure they deliver what users need.

London's buses too have delivered the highest quality bus service since records began – an achievement that has been rewarded by continued growth in bus patronage. We are currently working to improve the consultation process on bus service changes to ensure our input fully reflects user aspirations.

We face a challenging year as everyone in London comes to terms with the events of 7 July, whilst beginning the massive amount of work needed to implement the transport plans for the Olympics in 2012. At the same time our existing transport network must be maintained and brought fully up to 21st century standards.

All of us at London TravelWatch are ready to play our part to help meet this challenge.

Rufus Barnes *Chief Executive*

*"Service from train company was non-existent and impolite. Service from London TravelWatch was fast, efficient and personable – can't fault it."
Miss F, Hatfield*



Our vision

We believe that London's travelling public is entitled to:

- **services** which run frequently and reliably, at all reasonable times of the day and the week
- **networks** which provide good access to all areas, have adequate capacity, and offer easy interchange between different types of transport
- **vehicles** which are comfortable, clean, easily accessible, readily identifiable, quiet, non-polluting, and convenient for those travelling with luggage, shopping or small children
- **staff** who are alert, helpful, highly-motivated, well-informed and committed to providing a high quality of service
- **journeys** which are safe and free from crime or the fear of crime
- **information** which is intelligible, relevant, accurate, and readily available in appropriate formats both before and during travel
- **fares** which are affordable, represent good value for money, and are structured in ways which encourage frequent use
- **ticket systems** which are user-friendly, flexible, and appropriately integrated between different operators and types of transport
- **stations and stops** which are well designed, properly maintained and fully accessible, offering a civilised waiting environment
- **streets** which are inviting, clean, well-policed, properly signed, uncongested, and maintained and managed in a manner which ensures that they can be used with confidence and in safety by pedestrians and cyclists as well as motorists
- **transport providers** who are approachable, communicative, genuinely receptive to suggestions, take complaints seriously, and have proper redress mechanisms for when things go wrong.

*"Very efficient and speedy response eliciting an acknowledgement that my concerns were well-founded, agreement to learn from these, reimbursement of expenses incurred and an apology. This was all I wanted."
Mrs W, Leatherhead*



Our year

A selection of some of the issues which have occupied us in 2004-2005...

- We kept a close watch on the introduction of **Oystercard**, Transport for London's (TfL's) highly ambitious electronic smartcard ticketing system, and pressed for action when snags have appeared – for example, with inoperative card-readers on buses and with the 'capping' arrangement designed to ensure that pre-pay users are not overcharged. We successfully persuaded TfL to delay a proposal to surcharge pre-pay users on buses in the morning peak until ticket machines were adjusted to ensure that the time change was made uniformly across the network.
- We warmly welcomed the publication by TfL and the Central London Partnership of the report *Towards a fine City for People – Public Spaces and Public Life*, and of TfL's draft *Streetscape Guidance*. We inspected the improvements to Kensington High Street, and will maintain our strong support for similar initiatives elsewhere to create a more attractive environment for **walkers and cyclists**.
- We stressed the importance of improving **interchanges** between different forms of transport to facilitate 'seamless journeys'. We have examined and commented on the emerging plans for Stratford, Finsbury Park, Watford Junction and West Hampstead stations. At Ealing Broadway, we successfully campaigned for 'queuebuster' Oystercard machines to be installed in the congested ticket hall.

- We highlighted the need to enhance passengers' **sense of security** as a means of encouraging the use of public transport. We welcomed the enhanced lighting and introduction of help-points and CCTV at Underground stations renovated under the 'public-private partnership' (PPP) scheme, and similar improvements funded by TfL at National Rail stations. We supported the introduction of Travelsafe officers by South West Trains, and the accreditation of community support officers by the British Transport Police, as well as the work of the Transport Operational Command Unit in combating disorder and ticket fraud on the bus network.
- We gave evidence to the House of Commons Transport Committee on the positive impact of **congestion charging** on traffic flow and bus reliability in central London.
- We actively supported the lobbying effort to secure a fair deal for London's travellers from the Government's **public spending review**. We were delighted that funding for Phase 1 of the East London Line extensions project, and for the Croyley Link scheme, has been secured.

*"... seems to be the only person who was interested in my concerns and dealt with the matter positively."
Mr C, Borehamwood*

- We campaigned successfully for construction of the new northern **ticket hall at Kings Cross** Underground station to go ahead. This will allow step-free access to all platforms, and greatly improve interchange with the future international terminus at St Pancras. We liaised closely with the train and station operators about arrangements for passengers during the eight-month 'blockade' needed for building the **new Thameslink station** box beneath, and are continuing to press for release of the funds needed to equip it and bring it into use.
- We held a series of meetings with senior managers of London Underground to discuss ways of **minimising the disruption** unavoidably caused by the engineering works needed to maintain and enhance the system. We laid particular stress on the unacceptable delays caused when overnight work is not completed on time. We also reviewed the lessons learned from recent occasions when sudden spells of severe weather have interrupted services, and from three derailments of trains in passenger service.
- We appointed members as '**station champions**' to seek improvements to the passenger facilities at the major London termini. They have established working relations with the station managers, and compiled detailed audit reports on their inspection visits.
- We held discussions with the relevant transport providers and borough councils to review access arrangements for the **new stadia** under construction at Wembley and Holloway (Arsenal),



Our year continued

and have put forward recommendations for making effective use of the public transport links to these localities. We kept a close watch – and commented – on the development of the transport plans which formed part of the **London 2012** Olympic bid.

- We made a detailed submission of evidence to the Strategic Rail Authority (SRA) on its draft 'route utilisation strategies' for the **Great Western and Brighton mainlines**. In particular, we surveyed passenger loadings on the through trains from the West London Line in order to challenge some of the planning assumptions on which the Brighton line proposals were based, and opposed the possible loss of a dedicated London-Gatwick service.
- We continued to chair London Buses' **bus design forum**, and to participate actively in various train companies' stakeholder panels and industry advisory groups, as well as more than twenty transport liaison committees sponsored by local authorities throughout the area we serve.

*"Very helpful. It is a shame the train operators are not run in this way."
Mr O, Hampton*

- We took every opportunity to stress the importance of good **passenger information**. We persuaded TfL to reconsider and modify its plans for reducing the network of Travel Information Centres, and had a vigorous exchange of views on its proposal to remove intermediate points from the destinations shown on the front of buses. We met the managers of the National Rail Enquiry Service to review its performance.
- We commissioned and published **On the Buses : views from the queues**, in which we reported the findings of a pioneering research project in which we captured the experiences of a sample of regular passengers on three bus routes by means of travel diaries which they volunteered to keep. We are discussing these findings with London Buses.
- We participated in a successful effort to persuade TfL to construct and open a **new tram stop** to serve the Centrale shopping centre in Croydon. And as a direct result of our campaigning, Chiltern's station at **Sudbury Hill Harrow** now has an all-day service on weekdays, for the first time in over forty years.
- We analysed and reported on our experience of handling the hundreds of appeals we received relating to **refund applications** made by passengers after the suspension of Central Line services following the Chancery Lane accident. All of our recommendations arising from this have been accepted by London Underground. We also undertook a pilot audit of a train company's compliance with its published **complaints-handling** policy.
- We noted the commitment made by Ken Livingstone during his Mayoral re-election campaign to extend **free bus travel to all under-18s**. We are aware of the argument that this will promote social inclusion and 'the public transport habit', but we have registered our concern at the likely cost and at the difficulties for other bus users to which it may lead. We will keep a close eye on its effects.
- We drew up a specification for the ticketing and information facilities which we believe are required at all **'joint' stations** served by both Underground and National Rail trains, and published the results of a detailed survey to assess the extent to which they currently fall short of this standard. We held a seminar with London Underground and the Association of Train Operating Companies to present our findings, and are in continuing discussions about the steps needed to achieve improvements.
- We published a consultation paper, **Getting to the station**, which reviews a range of issues relating to the access legs at each end of a rail journey, including the provision and management of (and charging for) parking spaces for cars and cycles. We circulated this to train companies, local authorities and rail user groups, and are analysing their replies. These will help to inform our input into future dialogue with the industry (and with users) on this topic.



- We continued to take due account of the needs of **disabled travellers** in our debates and recommendations. We met representatives of the Association of Train Operating Companies (ATOC) to review changes in the train companies' Disabled Persons Reporting System, and have kept up our pressure on London Underground to progress the experimental use of platform humps to facilitate step-free access to its trains.
- We made detailed inputs into the consultation exercises conducted by the SRA when **train company franchises** are due for renewal. This year, our attention has been focussed on the 'Integrated Kent' and East Coast services. In the latter case, we co-sponsored an on-board survey to identify passengers' priorities. We set out our aspirations to representatives of the groups qualifying as approved bidders.
- We explored with London Underground its strategy for **combating graffiti** on its trains and infrastructure. Using the provisions of the Environmental Protection Act, we sought abatement orders requiring Network Rail to remove litter from a number of locations. This led to a director-level meeting with the company, and the inclusion of litter control as a core duty in its network management plan.
- We took part in a seminar for train operators (kindly hosted by London Underground) to discuss the issues emerging from our report on the **rail-replacement bus services** which are operated when lines have to be closed to allow engineering work to be undertaken.
- We held a statutory closure hearing into the **withdrawal of passenger services** from the Sheepcote Lane curve (at Battersea). The line will remain in use for other purposes, and the Government accepted our recommendation that the tracks must not be removed without further public consultation.
- We submitted evidence to the public consultation on the proposed **Thames Gateway Bridge**. We argued that, if permission for the bridge to be built is given, this should be subject to safeguards relating to the frequency of public transport services, 'passive provision' for future tram operation, the management of the tolling regime on the general traffic lanes, measures to prevent release of suppressed demand on parallel routes, and protection for buses on the feeder road network to maintain reliability.
- We commissioned and published a technical study of the extent of variations in the **cost of rail travel** in London, arising from the separate funding and fare-setting regimes which apply to TfL and the mainline operators. We gave a presentation on our findings to the Minister of Transport and members of the London Assembly. The Government and the Mayor are now publicly committed to a common fares strategy aimed at reducing the discrepancies identified.
- We continued to respond to the steady stream of **consultation requests** which we receive. Topics this year have included the design of future rolling stock for the sub-surface lines on the Underground, the SRA's strategies for cycling and 'community rail partnerships', the management of toilets and waiting rooms at Underground stations, and the updating and simplification of TfL's conditions of carriage. And we have taken an active part in many of the London boroughs' transport liaison meetings.

*"... very efficient and persistent and achieved the desired response through perseverance. Very impressed."
Mr P, East Sheen*



Our agenda

London has one of the largest and most complex transport systems of any world city. The issues on our agenda in the year ahead will be no fewer or less complex than in the year now past. Of those that can be foreseen, some items will undoubtedly loom large.

The programme of **franchise renewal** will continue on the railways, with the Department of Transport shouldering the responsibilities previously carried by the SRA. The next three franchises which will come forward for consultation are the integrated Greater Western, the combined Thameslink/Great Northern and the Silverlink franchises. In the case of Silverlink's metro routes, TfL will be leading the process. The Docklands Light Railway franchise is also due for re-tendering, and Network Rail will be starting work on the South Western and London Orbital route utilisation strategies.

TfL will be conducting a formal phase of public consultation on its plans for a western extension of the **congestion charging** scheme. We have supported this proposal in principle, to bring to a wider area the benefits now clearly evident in central London, but have argued that this should be done on a zonal basis so that the gains already made are not eroded.

TfL will be considering the results of its public consultation on the **West London Tram** proposal, and deciding whether to proceed with the scheme. Opinion research has indicated majority support for the project in the corridor to be served, but there is strongly-voiced opposition from some occupiers along the route and in its immediate vicinity.

The London Assembly's programme of **scrutinies** will cover, among other issues, relations between bus drivers and passengers, and TfL's public consultation arrangements. London TravelWatch will be presenting evidence.

The **PPP** scheme to renew and upgrade the Underground's assets will complete its third year. The performance of the private sector 'infracos' (infrastructure companies) will come under ever-closer examination.

The process for obtaining the legal powers needed to construct **Crossrail 1** will continue in Parliament, though the means by which construction of the project would be financed (if and when these powers are granted) remain uncertain.

Although the role of London TravelWatch as an independent multi-modal passenger watchdog for the London region was confirmed in the Government's review of the rail industry, its sister committees around the country have been wound up, and the **Rail Passengers Council** has been reconstituted. A memorandum of understanding will be needed to ensure that these two bodies work in a complementary manner.

The Government also decided that Transport for London should be given a greater role in specifying **service patterns, standards and fares** on the local rail network within the capital and adjacent areas. We will be liaising closely with the Government Office for London and TfL's Rail directorate as the detailed implications of this decision become clearer.

The London Assembly and the Association of London Government have jointly established a **Commission on London Governance**, which is reviewing the respective roles of Whitehall, City Hall and the town halls, and how the services they provide are funded. We will be monitoring any emerging proposals affecting the transport sector.

We will be considering any objections raised to a number of formal rail closure applications related to the Thameslink 2000 scheme and to the proposed transfers of the East London line from London Underground to Network Rail and of part of the North London line from Network Rail to the Docklands Light Railway.

"You have raised problems with the train company but appear to have been ignored. You don't have enough rights to enforce better conditions."
Ms S, Chislehurst



Extracts from our casebook

- Although Mr B's ticket had previously been accepted without challenge, a bus driver rejected it in an abusive manner and obliged him to leave the vehicle. Mr B's initial complaint went unanswered, and when he appealed he was told that the driver could not recall the incident. Transport for London eventually offered £50 as a goodwill gesture.
- Mr and Mrs H caught a train shown at Victoria as stopping at Bromley, but this turned out to be incorrect. When they were eventually able to alight, the conductor advised them to take a taxi and reclaim the fare (£20). South Eastern Trains refused to pay this until London TravelWatch intervened.
- When Mrs D applied for a refund of the residual value of an annual ticket she no longer needed, she received a cheque made out in the wrong name. She phoned London Underground to report this, but heard nothing further for five months. With our help, she eventually received the full amount due, plus £50 in apology for the delay.
- Because the seats she had reserved were not available when she travelled to Exeter for her daughter's christening, Mrs G was obliged to stand all the way from London, carrying the baby. Her elderly mother was obliged to miss the ceremony altogether, as she could not stand that long. First Great Western refunded the grandmother's fare, and offered £187 in vouchers. We persuaded the company to substitute a cheque, and to make a goodwill offer of four complimentary first class tickets.

- When Ms G inserted a £20 note in a ticket machine operated by Croydon Tramlink, no change was given. It was only with London TravelWatch's help that she was able to secure the £10.50 due to her.
- When Network Rail staff at Euston assisted Mrs C and her daughter with their luggage, the bags were put on the wrong train and lost. An offer of £500 in compensation was eventually obtained.
- Local bus users were unhappy about the conversion of route R5 to a reversed circular routeing. In discussion with London TravelWatch, TfL eventually agreed to restore the service to its previous format, and to improve connections at Orpington station.
- A sequence of delays suffered in the course of an Underground journey from Highgate to Wembley Park (compounded by a lack of timely information about alternative routes) caused Mr P to miss a motorcycle training course. An offer of £3 in compensation was raised to £40 after we intervened.

- Mr B received a penalty charge notice even though his Disabled Driver's badge was displayed when he parked at Chislehurst station. With London TravelWatch's help, the notice was cancelled.
- Although London Underground denied liability when Ms A slipped in a pool of vomit at a station, damaging her knee and her clothes, we were able to persuade it to offer her a cheque for £75.
- Mr L could not leave his bicycle at Moor Park station because the cycle shed was locked and only key holders had access. The shed often had space available but London Underground would not issue any more keys. We persuaded it to change this policy.
- Excessive overcrowding on the platform created a potentially dangerous situation when Mr R and his family had to change trains at Avignon. Eurostar failed to respond to their complaint until it was taken up by London TravelWatch, whereupon they were offered four first class return tickets (value £1600), plus use of the Frequent Traveller Lounge. Equally importantly, procedures were put in place to reduce the risk of the problem recurring.

*"Excellent service,
staff were very helpful,
easy to get hold of,
always got back to me."
Mr M, Leytonstone*



Our funding

London TravelWatch is funded entirely by the London Assembly (in accordance with Schedule 18 of the Greater London Authority Act 1999), apart from small sums received in bank interest and from the Rail Passengers Council in payment for consultancy services provided.

We are grateful to the London Assembly for its continuing support for our work.

In 2004-05, our total income amounted to £1,488,219 and our total expenditure to £1,404,814.

Our full audited accounts can be seen by visiting our website at www.londontravelwatch.org.uk.

Income



- RPC consultancy
- London Assembly grant

Expenditure



- Capital equipment
- Supplies and services
- Members pay and costs
- Accommodation
- Staff pay and costs

Share of topics raised by type of transport



- Other
- London Underground
- London buses
- National Rail services

"I was very impressed by the way in which my case was followed up, even after operator had refuted my claim. Thank you!"
 Mr O, Theydon Bois,

Our performance

In 2004-05, we received and investigated 1546 issues brought to us by transport users.

Of these, 62% were about problems encountered with National Rail services, 10% about London Underground, 23% about London buses, and 4% about other services provided by Transport for London (or jointly with National Rail, such as Travelcards).

The top three topics raised by National Rail users were refunds/claims, fares/tickets, and poor complaint handling. The top three topics raised by Underground users were refunds/claims, station facilities/environment, and poor complaint handling. The top three topics raised by bus users were poor complaint handling, staff conduct, and suitability of routes/times.

Our aim is to acknowledge and record all the cases we receive, and when appropriate to forward details to the transport provider concerned, within five working days. In 2004, we met this target for 63% of cases. When our investigation is complete, our aim is to send a final reply to the user who raised the matter within 20 working days. We met this target for 68% of cases.

We poll everyone who seeks our help, to check how they feel about the service we provide. We measure their replies on a scale from 0 to 100, where 0 indicates total dissatisfaction and 100 indicates complete satisfaction. This year, they awarded us 76 for the *manner* in which we handled their cases, and 67 for their satisfaction with the eventual *outcome*.



Our people

Our Chair

Suzanne May (from Greenwich) retired in September 2004, after four years in office.

Her successor is Brian Cooke (Orpington).

Our Deputy Chairs

Charles King (Coulsdon) and Tony Shields (Chalfont St Peter).

Tony Shields was replaced by Katrina Hide (Whetstone) as Deputy Chair.

Our members

Members who served throughout 2004-05 were David Bertram (Twickenham), Ron Brewer (Wanstead), Valeria Coots (Woking), Julia Edwards (Barnsbury), Lisa Egan (Somers Town), Katrina Hide (Whetstone), Libby Kemp (Acton), Emma Lonergan (Colliers Wood), Ruth Samuel (Tooting), Celina Smith (East Finchley) and Patty Singleton (Whitechapel).

Members who retired during the year were Jeanette Appleton (Beckenham), Christella Avraam (Haringey), Shubra Goswami (Kingsbury), Christine Holloway (Islington), Graham Larkbey (Walthamstow), Beryl Reeves (Tadworth), Bernard Saltmarsh (Hackney), Eric Roberts (St Albans), Paul Simpson (Southgate), John Smith (Bedford) and Elaine Todd (Stonebridge Park).

Members who joined during the year were Fitzroy Beckford (Battersea), Gail Engert (Muswell Hill), Elizabeth Hall (Mile End), David Lancaster (Southwark), David Leibling (Northwood), Sasha Morgan (Spitalfields), Alice Naylor (Clapham) and Andrew Theobald (Sutton).

Members of London TravelWatch are appointed by the London Assembly, normally for a four-year term. Vacancies are advertised in the press and on www.london.gov.uk.

Our staff

Rufus Barnes (Chief Executive), John Cartledge (Deputy Chief Executive).

Administration and committee services team: Bryan Davey (Director), Margaret Amu, Simon Barnabas, Steve Cottingham†, Jo deBank, Jaskiren Deol, Christine Evans, Emma Gatelan, John Hunt*, Adam Kirkup, Debbie Miles†, Jenny Mourton, David Rose*, Chloe Sault*, Mike Spittles, Dan Taylor.

Finance and personnel team: Patti Tobin (Director), Sandra Ambo, Paul Kasozi, Jane Sugarman, Aina Atkociunaite (Lithuania)#

Research and development team: Tim Bellenger (Director), Suzanne Fry, Greg Hargest*, Jerry Gold, Dolores Keane, Rachel King†, Vincent Stops, Hortense de Sercey (France)#

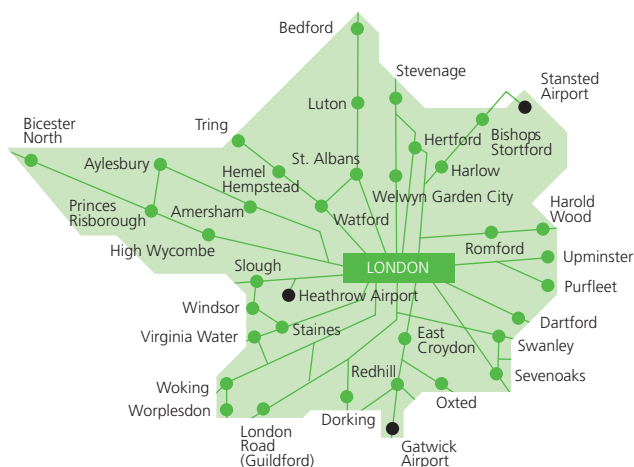
Paula Williams was on maternity leave.

*Joined this year †Left this year #Work experience student

"The manner in which my problem was handled was very professional and I was made to feel as if something would be done and not that it would be brushed aside!"
Mrs G, Fulham



Our area



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Office open for visitors: Mondays to Fridays 1100 to 1630

Nearest stations: Barbican, Farringdon, St Paul's

Nearest bus stops: Barbican, St Paul's, Snow Hill

Our meetings

Meetings of London TravelWatch and its sub-committees are open to the public.

For details of dates, times and venues, please check our website

Our website

For LondonTravelWatch news releases, publications, agenda papers, users' forum and links to other transport organisations, visit us at:

www.londontravelwatch.org.uk



*"The service was amazingly good. I did not expect such a satisfactory outcome."
Mr L, Aylesbury*



London TravelWatch is the operating name of the London Transport Users' Committee

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