



*I just wish I knew  
about you years ago*

Mrs R D-S, Enfield

## Our name, role and remit

### Our name

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

### Our role

To be an effective champion for those who travel in and around London.

### Our remit

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

Our remit covers all those who use the buses, the Underground, the National Rail system, the Docklands Light Railway, Croydon Tramlink, London's principal road network (including cyclists and pedestrians), taxis, Dial-a-Ride and the Thames piers.

## 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 affect its users – including times, routes, frequencies, fares, ticketing, stations, vehicles, safety, security and information.

### Investigation

We investigate complaints brought to us by users who are dissatisfied with the responses they have received from service providers, and seek redress on their behalf where appropriate.

### Monitoring

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



*Good to know there is a body interested in your problems*

Mr F R, Bexleyheath

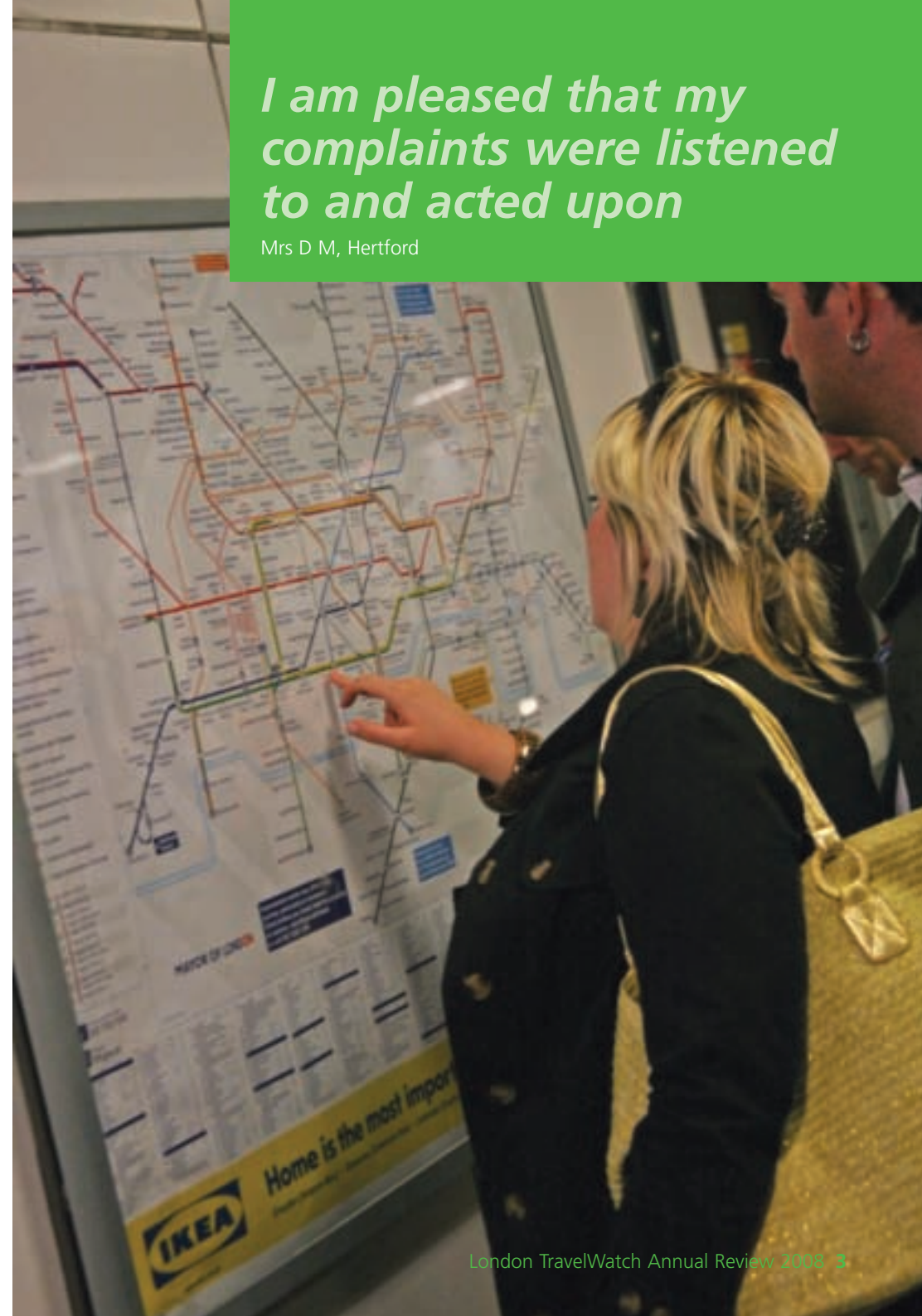




## Our aims

In all that we do, we aim to:

- take every opportunity to press for a better travel experience for transport users
- ensure that proper account is taken of the particular needs of London and its region in all transport policy and planning decisions
- work closely with other consumer bodies, including Passenger Focus which speaks for National Rail users throughout the country
- help users understand their rights by providing information
- raise awareness of our role and our activities
- operate efficiently and cost-effectively.



*I am pleased that my complaints were listened to and acted upon*

Mrs D M, Hertford

## Our Chairman writes



**David Leibling**  
Chairman

Brian Cooke chaired London TravelWatch throughout the period (2007/08) covered by this report. Following his subsequent departure, I have been appointed by the London Assembly to serve as Chairman on an interim basis until a new Chairman takes office later in 2008.

The end of the year under review was marked by the retirement of Rufus Barnes from the post of Chief Executive, which he had held in London TravelWatch and its predecessor bodies for a quarter of a century. During his tenure, the organisation made great strides, and he played a vital part in establishing it as an authoritative and respected element in London's transport policy-making. On behalf of past and present members of the Board, it is my pleasure to thank him for all his efforts on its behalf, and to extend a warm welcome to Janet Cooke as his successor.

The issues which have occupied us in the past twelve months are summarised on the following pages, and reported in detail on our website. But for the organisation to be fully effective, it is important that we keep our operating procedures under review, and ensure that our ways of working are fit for purpose.

During the year, we underwent an organisational 'health check' commissioned by the Assembly. All of the resulting recommendations that were directed at London TravelWatch have been implemented. We undertook a review of our ability to

withstand a range of possible risks to our business continuity, and we have put measures in place to mitigate their potential effects.

We concluded a revised memorandum of understanding with the Assembly, which codifies our mutual obligations and sets out a structure for reporting the delivery of our business plan targets. We are drawing up a similar agreement with Transport for London to clarify our working relationships, particularly in the area of information sharing.

We arranged for all of our Board members and staff to receive diversity training, to ensure that they are fully aware of our obligations under equalities legislation.

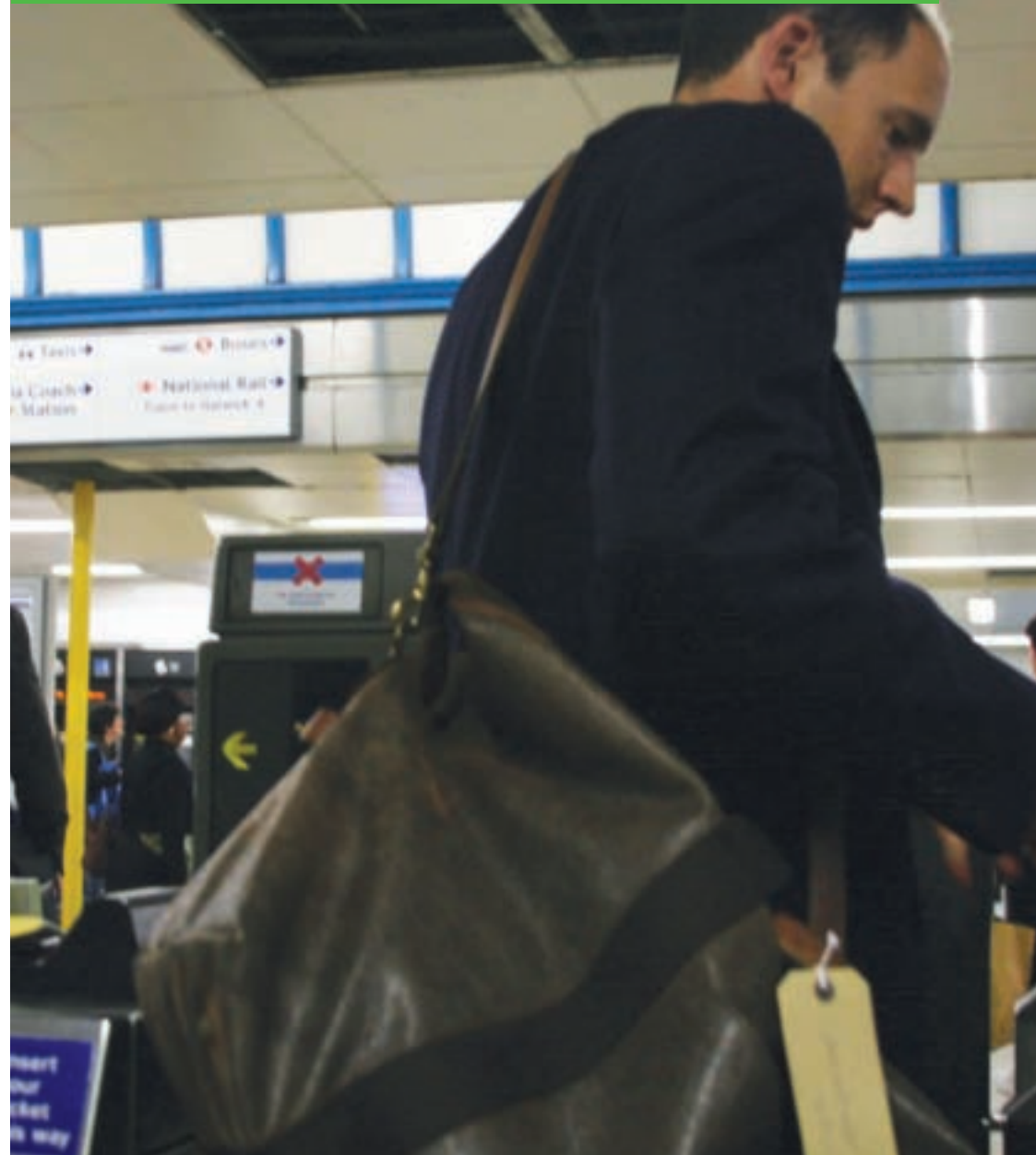
We strengthened our local links. Each of our Board members, apart from the Chairman and Deputy Chair, is responsible for liaison with three of the London borough councils. We attend the councils' own transport advisory bodies, or meet periodically with the appropriate executive councillor. We have friendly connections with many local transport user groups, and our members act as 'transport interchange champions', keeping a watching brief on important locations with interchange between rail, underground and buses.

We reviewed our communications strategy, to identify key interest groups with which we could work more closely. One outcome of this was a business breakfast meeting (hosted by the City of London Corporation) which we arranged to provide an opportunity for major employers to share their concerns about transport issues with senior managers from Transport for London and National Rail.

I am grateful to my Board colleagues and to our staff for the dedication they show to the vital task of ensuring that the voice of London's transport users continues to be heard.

# All the London TravelWatch staff were very pleasant and helpful

Mr K W, Camden







## Our Chief Executive writes



**Rufus Barnes**  
*Chief Executive*

25 plus years is a long time in any post, especially these days when people move from job to job regularly in the course of their working lives. Looking back over my 25 years at – successively – London Transport Passengers Committee (LTPC), London Regional Passengers Committee (LRPC) and London Transport Users Committee (London TravelWatch), I can see massive changes in the role and influence of London's statutory transport consumer body.

In 1982 I joined a secretariat of three at LTPC, a body sponsored by the Greater London Council (GLC). We dealt just with buses and the Underground, and members of the committee considered every appeal case we received – usually only two per month!

In 1984, with the advent of LRPC, we entered a new era in which we were sponsored by central government. We were 'the voice of the passenger'. We argued the case for improved public transport across the board, allowing the government and others to weigh up our arguments against those of other lobby groups. We achieved real successes. For example, when the GLC introduced a Travelcard for bus and Underground services British Rail insisted that it could not afford to join in, therefore

users who wanted to include rail travel had to buy the more expensive Capitalcard instead. We lobbied ministers and the chairmen of both British Rail and London Transport, arguing that the two-card regime was inequitable. Eventually they agreed to the single card we have today – one of the best integrated ticketing solutions in the world.

The independence of our role has always been recognised, even when, based on evidence from our casework and research, we have argued against the decisions of the policy makers in the interests of passengers.

The biggest change to transport consumerism in London came in 2000 with the return of London-wide local government and the establishment of London TravelWatch, sponsored by the London Assembly. Our remit widened so that now we also represented (non-freight) road users and became 'the voice of the transport user'.

I end with some words of thanks: to the chairmen and members for whom I worked, the transport operators with whom I liaised (and hopefully influenced), and most of all my wonderful colleagues during the past 25 years.

## Our vision for transport

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

- **services** which run frequently and reliably, at all reasonable times of the day and 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 offering a high quality of service
- **journeys** which are safe and free from crime or the fear of crime
- **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
- **information** which is intelligible, relevant, accurate, and readily available in appropriate formats both before and during travel
- **fares** which are affordable and represent good value for money
- **ticket systems** which are user-friendly, flexible, and appropriately integrated between different operators and types of transport
- **transport providers** who are approachable, communicative and genuinely receptive to suggestions, take complaints seriously, and have proper redress mechanisms for when things go wrong.



*I appreciated the way I was kept up to speed with the process*

Mr A P, St John's Wood



## Our year

A selection of the issues which have occupied us this year...

### SPEAKING OUT

In response to the many comments we received on the conduct of some **11-16 year olds on buses**, particularly at the end of the school day, we discussed with Transport for London (TfL) the arrangements for enforcing its Behaviour Code, compliance with which is a condition of entitlement to free travel.

Failure to complete **engineering works** on time during a Christmas and New Year blockade of the lines into Liverpool Street (and at some other locations, outside the London area) caused major disruption to passengers' journeys. We discussed the causes of these overruns, and the lessons learned, with Network Rail at the most senior level, submitted our views to the Office of Rail Regulation, and successfully argued for a compensation package for passengers affected.

We gave evidence to the House of Commons Transport Committee's review of the **PPP** (public-private partnership) arrangement for renewing and upgrading the assets of the Underground. When financial difficulties forced Metronet, one of the two PPP consortia, into administration we pressed the government to make funding available to ensure the continuity of the programme of works for which it was responsible.

TfL's action in abolishing the morning peak contraflow lane in the **Blackwall Tunnel**, without prior consultation, caused understandable concern at the possible effects on traffic flow. We held urgent talks with TfL Streets to satisfy ourselves that the safety issues which had led to this decision were well-founded.

We have long supported the **Thameslink** enhancement project, now finally getting under way. We reviewed with Network Rail and the train companies concerned their plans for maintaining continuity of service while Farringdon, Blackfriars and London Bridge stations are being reconstructed. We were pleased when the low-level platforms at St Pancras International finally came into use, but argued successfully that the pedestrian tunnel to the former Kings Cross Thameslink station (which they have replaced) should remain open for access to the Underground.

We continued to discuss with TfL Streets how it intends to look more holistically at planning its **road network**, to take account of its priorities for moving people and goods while continuing to be sensitive to streets as places. We stressed the critical importance of effective consultation with all classes of road user, and with local authorities, for these plans to succeed. We made the same point in relation to TfL's developing strategy for the next generation of bus priority schemes.

We do not generally comment on **industrial relations** issues. But when action by Metronet's maintenance staff closed the Underground for two days, we held urgent talks with London Underground about the information provided to displaced passengers, about arrangements for season tickets to be accepted on National Rail, and about its refusal to compensate passengers affected by the dispute.

When we were made aware by users of difficulties created by the introduction of a new trip booking system for the **Dial-a-Ride** service, we explored the cause of these, and are monitoring the action taken to address the problem.

## *I think London TravelWatch provides an essential service*

Mr M W, Lewisham



## Our year continued

We were glad that TfL responded affirmatively to our proposal for a direct bus link to assist passengers displaced by Eurostar's move from its former terminus at Waterloo to its magnificent new home at **St Pancras International**.

### PROVIDING ANSWERS

To ensure that users' views are taken into account in reaching transport policy decisions, we always respond to consultations on issues likely to affect them. So we submitted detailed comments to the Public Carriage Office on proposed changes in **taxi and private hire** fares, and to the Department for Transport on the case for empowering the Mayor to determine the level of fares on National Rail services in London.

We argued in reply to the proposals to expand both **Heathrow and Stansted** airports that the viability of the developments envisaged would be critically dependent on improvements to their surface access links, especially by rail.

We inspected the route of the proposed **Greenwich Waterfront Transit** scheme, and submitted a detailed reply to TfL's public consultation on this project. Similarly, we commented on the plans for extending the Docklands Light Railway from Beckton to Barking Reach.

Network Rail's **Route Utilisation Strategies** (RUSs) will determine the investment priorities, capacity and service levels on the main line rail network in and around London for many years to come. So we responded in detail to each of the three RUSs which appeared this year, covering services to east London and Essex, to north London and Hertfordshire, and to south London and Surrey.

**Bus stopping arrangements** can become controversial. So we were pleased to be asked by London Buses about its plans for rationalising compulsory/request stops, for reviewing the use of hail-and-ride on certain routes, and for publicising proposals for the siting of stops.

We took a cautious view of the (then) Mayor's proposals for relating the central London **congestion charge** to vehicles' engine capacity, as this might have diluted the primary purpose of the scheme. We participated in the London Assembly's seminar on possible ways of tackling road congestion more widely.

Transport providers seek our views on all significant proposals for **timetable changes**. We pressed strongly for more calls by Virgin trains to be retained at Watford Junction, and (with the help of the Royal Borough of Kensington & Chelsea and of Passenger Focus) commissioned loading checks to support our case for retaining through journeys from the West London line to points south of Clapham Junction.

Following users' complaints, we investigated the need to modify the **replacement bus services** introduced during the current closure for reconstruction of the East London line, and discussed with Docklands Light Railway the service modifications that will be required while its network is being adapted to accommodate three-car trains.

Drawing on our experience in London, we were consulted by the government about its proposal to create an official **voice for bus users** elsewhere in England. We endorsed the suggestion that Passenger Focus could assume this role, provided that it is properly resourced for the task and that it forges close links with the voluntary groups – notably Bus Users UK – which have long been active in this field.

### TRACKING PERFORMANCE

We continued to publish our widely-read quarterly **performance review** of the National Rail companies serving London, which includes both statistical analyses and commentaries on the causes of the trends revealed. We readily acknowledge the readiness of these companies to join with us in an open and constructive dialogue, a measure of the mature relationship with London TravelWatch which has evolved. We do not underestimate the challenges they face, and we try always to celebrate their achievements no less keenly than to voice criticism when it is due.

When the reliability of **First Great Western** (FGW)'s services to west London and the Thames valley fell well below that of any other company, we made our profound disquiet known both to its parent company and to the government in terms which attracted widespread (and supportive) media coverage. Our stance was vindicated when FGW was penalised for a breach of its franchise obligations. We were encouraged that following major changes in route-level management, there were signs of recovery, and we have continued to have frank discussions with the new team regarding its priorities and progress.

Every line on the Underground presents its own technical and operational challenges, so we examined the recent trends in performance on each route, and the factors which have affected them. The configuration of the **Hammersmith & City and Circle lines** makes these the most difficult to run reliably, and we considered whether an alternative service pattern might help to mitigate the problem.





# It's good to have London TravelWatch representing the people in tricky situations

Mr A M, Hackney



## Our year continued

Sundays are now the second busiest shopping day of the week, and traffic can reach weekday levels, but many management schemes (such as parking restrictions) do not apply or are not enforced on Sundays. We conducted a survey of the reliability of **Sunday buses**, and alerted the relevant highway authorities to locations where this was being hampered by poor traffic controls.

### PROMOTING GOOD PRACTICE

We are keen to help raise standards of passenger service and amenity. So we were pleased to continue to take part in the judging for the London Transport Awards, and congratulated South West Trains on Richmond being chosen as **Rail Station of the Year** in 2007.

In conjunction with our colleagues at Passenger Focus, we completed our initial round of audits of London and south east train service providers' **complaint handling policies**, and discussed our findings with the companies concerned. We welcomed their positive response to our recommendations, and the changes in practice that they have now introduced.

We carried out a similar audit at London Buses, and identified scope for improvement in the manner in which complaints about individual **bus drivers** are dealt with. We were pleased that TfL has plans for a more integrated approach to responding to communications from the public at large.

We have repeatedly argued for a review of **gyratory** road junctions which cause community severance and are almost always pedestrian- and cyclist-unfriendly. So we were glad to be able to give in-principle support to TfL Streets' proposals for removing them at Highbury Corner and at Aldgate.

**New trains** can remain in service for as long as 40 years, so it is essential that they are built with the needs of today's and tomorrow's passengers clearly in mind. We commented on the plans for the new vehicles ordered for use on the extended East London line, and at the request of the Department for Transport we worked with Passenger Focus in researching passengers' preferences for the new trains to be used on the expanded Thameslink network.

Good **interchange facilities** are essential to maximising the ease and convenience with which passengers can make full use of the various transport systems. There is huge scope for improvement here, so we were encouraged to be able to discuss with TfL its emerging proposals for addressing the current shortcomings of Finsbury Park and West Hampstead.

Design for London was established by the first Mayor of London to raise standards of **urban design** – including streetscapes – across the capital. We discussed its role and its initial proposals for enhancing Euston Road, Bloomsbury, Parliament Square and Victoria Embankment.

We welcomed TfL's programme for **travel demand management**, aimed at helping Londoners to understand the environmental and social impacts of their travel behaviour and encouraging them to take account of these in their journey choices. We supported initiatives aimed at encouraging major employers and 'journey attractors' (such as schools and hospitals) to take active steps to influence the volume and nature of the trips generated by their activities.

## Our year continued

We responded to London Underground's consultation on 'Towards an Accessible Tube', which set out alternative possible criteria for prioritising stations for providing step-free access. We welcomed the Rail Safety & Standards Board's guidance on improving signage and **wayfinding at stations**, and discussed with TfL Rail its plans for renewing wayfinding on its Overground system.

As the year under review ended, the campaigns for the 2008 London Mayoral and Assembly elections were getting under way. To help frame the views of the contestants on the key issues, London TravelWatch issued its **transport users' manifesto**.

### WIDENING ACCESS

We are interested in all aspects of transport accessibility, in its broadest sense, and we were impressed by the Docklands Light Railway's **community ambassadors** scheme, which encourages use of the system by local people as well as commuters from further afield.

Arising from our casework on behalf of individual users, London Buses agreed to initiate a review of its rules for carrying **buggies, wheelchairs and electric scooters**, and the boarding and alighting problems to which these conveyances can give rise. Another case which we raised has led it to review its contractors' arrangements for assisting members of the public who have had the misfortune to suffer injuries in accidents involving buses.

We were briefed on TfL's on-going review of the various **door-to-door services** available to people whose impairments make the use of mainstream transport facilities unviable. We responded to London Underground's consultation on a strategy for extending **step-free access** at its stations.

Our task force on access to health care facilities met senior representatives of TfL and of the National Health Service to discuss the transport implications of the current review of **health care** provision in London. We have investigated the specific transport issues faced by visitors and employees in reaching a number of hospitals across the capital.

The Guide Dogs Association met us to explain the reasons for its concern about the introduction of **shared surfaces** in street design. We responded jointly with Passenger Focus to the Department for Transport's review of rail companies' DPPP's (disabled persons' protection policies). And we twice met London Buses to voice our concern at the need for better training of bus drivers in how to recognise and assist passengers with learning disabilities.

### ENHANCING SAFETY

Research evidence shows that the visible presence of staff is the best way of reassuring those passengers who have concerns about their **personal security** while using public transport. So we did not oppose London Underground's proposals for redeploying some ticket office staff at less-busy times into roles which would make their presence more conspicuous, while seeking safeguards to ensure that this would not result in significant loss of service to passengers requiring to buy tickets.



*Very pleased with the  
swift, no-fuss service*

Miss J M, Sidcup





## Our year continued

We responded in detail to the consultation draft of TfL's first **community safety** strategy. Our own community safety task force met representatives of the British Transport Police to discuss the force's objectives, and responded to a number of consultations on its priorities for **policing the railways**. We also reviewed with TfL its approach to 'addressing fear of crime in a low crime environment', and welcomed members of the London Assembly's Transport Committee who presented the findings of a scrutiny of 'crime and disorder on London buses' to which we had given evidence.

We serve on the stakeholder advisory panel set up by the Metropolitan Police's traffic operational command unit. We took a particular interest in the experience of Operation FOIST, which targeted unlicensed and uninsured vehicles, drink driving and other **traffic offences** in three London boroughs. And we were pleased to hear from the City of London Police about that force's scheme for re-educating both cyclists and motorists who violate traffic regulations.

### **PAYING FOR TRAVEL**

Both FGW and 'one' Railway were found to have made errors in **implementing fares changes**. We welcomed FGW's compensation package for season ticket holders affected. Because 'one' was unable to identify the individual purchasers, we supported its decision to make donations to local charities equal in value to the amount they had been overcharged.

We opposed South West Trains' unilateral decision to introduce a tiered system for **off-peak pricing**, which we felt was inconsistent with the industry's commitment to simplify and standardise ticket restrictions.

We continued to receive representations from passengers who were dissatisfied with transport providers' use of their power to issue **penalty fares**. We discussed with London Buses its revenue protection policy, and ways of targeting deliberate fares evasion more precisely. We took the opportunity presented by an inquiry by the House of Commons Transport Committee into ticketing and concessionary fares to highlight our concern at some aspects of the operation of the penalty fares appeal system on the National Rail network.

We were pleased to reach agreement with Southeastern and Southern on packages of changes to their **ticket office opening hours**. In the case of Southeastern, its proposals were heavily revised after the initial scheme had been dropped in the face of our strong objections to the reductions sought.

We examined with TfL the solutions to a range of problems encountered by passengers using **Oyster cards** which had been revealed in our casework, and the steps necessary to extend Oyster card acceptance to pay-as-you-go journeys on the new London Overground network. We reviewed London Underground's customer charter and, more generally, the compensation arrangements applied by the various rail companies.

## Thank you so much... 5 star service

Mr A B, Sutton



## From our case files

When Mrs W was wrongly charged because the children accompanying her were entitled to **free travel**, London TravelWatch took the matter up. 'one' Railway urgently rebriefed its ticket staff on the relevant rules, and sent her travel vouchers worth £30.

A magistrates' court quashed a **penalty charge notice** issued to Mr D for violating a road traffic regulation, but he was still pursued by bailiffs on behalf of Transport for London. We were able to secure the refund of both the bailiff's fee and the original charge, totalling nearly £600.

Mr D was not told that after the **fares changed** in January 2007 it would have been cheaper for him to buy a point-to-point ticket than a Travelcard. London TravelWatch persuaded Southern to refund the extra cost of £221.40 for six months' travel.

An Underground ticket clerk refused to sell Mr N a **child-rate ticket**, so he had to walk a long way to the next station where he was served immediately. London Underground subsequently apologised and sent £20 to show its goodwill.

No **posters about penalty fares** were displayed when Mr J and his companion travelled from Claygate, so the penalty notices issued to them were invalid. These were cancelled when London TravelWatch intervened, and South West Trains offered a full refund of the penalty fares they had paid plus a cheque for £70.

Mrs H was injured when leaving a bus because the **doors closed prematurely**. We persuaded London Buses to offer her £100 as a gesture of goodwill.

Ms C's **16+ Oyster card** was withdrawn when she reached her 18th birthday although it had several months still to run. Her appeal resulted in a refund plus a goodwill payment of £225 from Transport for London.

Mr B had a season ticket for zones 2-6, but was obliged to travel via zone 1 for three days when **strikes** interrupted Silverlink's services. We were able to obtain a refund of £9 in vouchers.

The incorrect setting of an **Oyster card reader** meant that Miss C was overcharged on a bus trip. Her claim was initially refused, but London TravelWatch was able to obtain a refund and a goodwill payment for her.

The First Great Western train on which Mr P and a companion were travelling **failed to stop** at Iwer, and they were charged penalty fares on alighting at Slough. With our help, these were refunded and they received two complimentary tickets.

**Obstructive parking** by traders prevented buses from calling at Mr F's local bus stop. London TravelWatch met London Buses and the local authority on site, and it was agreed that a bus stop clearway should be installed.



Mr C and his family dutifully surrendered their alcohol when they joined a **'dry' train** at Euston, yet nothing was done to prevent football supporters who boarded at Watford from continuing to drink. Virgin offered £50 as a goodwill gesture.

London Underground's replacement buses stopped running before **engineering work** was complete, so Mr and Mrs T missed a theatre performance. London TravelWatch secured them a cheque to the value of their unused tickets.

Eurostar provided **no information** or assistance when Ms K's journey to Paris with a family party including a child with accessibility problems was severely disrupted. Our representations resulted in her receiving a cheque for £176 to cover the loss of a day's holiday, plus eight vouchers for travel to any Eurostar destination.

Mr S paid an extra £60 in fares when he was unable to obtain **discounted tickets** because of delays in issuing his Student Oyster card. With London TravelWatch's help, he was able to recover this sum.



*We need such independent bodies to defend our rights*

Mr D V, Orpington

## Our funding

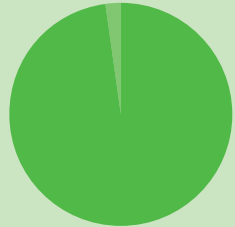
London TravelWatch is funded entirely by the London Assembly (in accordance with Schedule 18 of the Greater London Authority Act 1999), apart from small sums received in bank interest and from Passenger Focus in payment for consultancy services provided.

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

In 2007-08, our total income amounted to £1,626,495 and our total expenditure to £1,658,432.

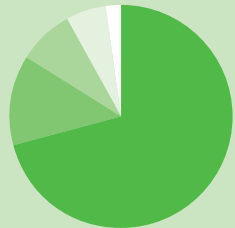
### Income

- London Assembly grant 98%
- Passenger Focus consultancy 2%



### Expenditure

- Staff pay and costs 71%
- Accommodation 13%
- Supplies and services 8%
- Members' pay and costs 6%
- Capital equipment depreciation 2%



Our full audited accounts can be seen by visiting our website at [www.londontravelwatch.org.uk](http://www.londontravelwatch.org.uk).

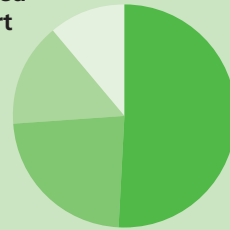
## Our performance

In 2007-08, we received and investigated 1,435 issues brought to us by transport users, 18% fewer than in the previous year.

Of these, 51% were about problems encountered with National Rail services, 23% about London buses, 11% about London Underground, and 15% about other services provided by Transport for London (or jointly with National Rail), such as Oyster and Travelcards.

### Share of topics raised by type of transport

- National Rail services 51%
- London buses 23%
- Other 15%
- London Underground 11%



The top three topics raised by National Rail users were fares policy and ticketing, ticket machines and gates, and refunds and claims. The top three topics raised by bus users were staff conduct, on-board service quality, and environment and punctuality. The top three topics raised by Underground users were refunds and claims, station facilities and environment, and fares policy and ticketing.

The comments and complaints we receive are many and varied. The most significant matters which arose this year were the issuing of penalty fares on National Rail service, the introduction of the 'delay-repay' compensation scheme by First Capital Connect, the lack of refunds following the Metronet strike, refunds for Oyster card users, and the conduct of bus drivers.

Our aim is to acknowledge and record all the cases we receive within five working days. In 2007, we met this target for 68% of cases. We also aim to refer 75% of cases to the appropriate transport provider concerned within five working days, and all cases within ten working days. In 2007, 65% of cases were referred within five working days (9% more than last year) and 85% within ten working days. When our investigation is complete, we aim to send a final reply to the user who raised the matter within 20 working days. We met this target for 91% of cases (5% more than last year).

We survey 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. In 2007-08, they awarded us 75 for the manner in which we handled their cases, and 66 for their satisfaction with the eventual outcome (respectively four and five points lower than last year). We are working to improve our casework turnaround times further, and to gain a deeper insight into the factors which affect these satisfaction scores.

We also replied to requests from London Buses for comments on 266 planned alterations to bus routes. We are consulted by local highway and planning authorities on traffic orders and planning applications which are likely to have implications for travellers generally, and responded to 248 such requests this year.

# Excellent and very caring

Mr A B, South Croydon







## Our people

### Our Chairman

Brian Cooke (Orpington)

### Our Deputy Chair

Lorna Reith (Tottenham)

### Our members

Members who served throughout 2007-08 were Ron Brewer (Wanstead), Kevin Davis (Surbiton), Gail Engert (Muswell Hill), Daniel Francis (Belvedere), Roxanne Glauf (Harringay), Teena Lashmore (Stoke Newington), David Leibling (Northwood), Sarah Pond (Denham), Virginia Rounding (Hoxton) and Andrew Theobald (Sutton).

No members left during 2007-08 but a former member, Libby Kemp (Acton), was reappointed to fill a vacancy carried over from the previous year.

Members of London TravelWatch are appointed by the London Assembly, normally in alternate even-numbered years for a four-year term. Any vacancies are advertised in the press and on [www.london.gov.uk](http://www.london.gov.uk).

### Our staff

*Chief Executive's office:* Rufus Barnes# (Chief Executive), Helen Muchmore

*Strategy and committee services team:* John Cartledge (Deputy Chief Executive), Carmel Cannon\*, Mark Donoghue\*, Greg Hargest, Dolores Keane#, Adam Kirkup#, Dan Taylor#

*Public liaison team:* Bryan Davey (Director), Margaret Amu, Simon Barnabas, Keletha Barrett, Jo deBank, Jaskiren Deol, Christine Evans, John Hunt, Ted Light, David Rose, Mike Spittles, Paula Williams

*Finance and human resources team:* Patti Tobin (Director), Sandra Ambo, Peter Ellis\*, Paul Kasozi‡, Jane Sugarman

*Research and development team:* Tim Bellenger (Director), Suzanne Fry, Jerry Gold, Vincent Stops.

\*Joined during year. #Left during year. ‡Died during year.

### Paul Kasozi 1962-2007

On 11 September 2007 our Finance and Accommodation Officer, Paul Kasozi, died after a short illness at the age of 45. Paul joined us in 1999. We will remember him for the good humour, hard work, quiet calm and unflinching courtesy which made him a popular and valued member of our team. His loss has been deeply felt, and our condolences go to his wife Prossi and young son Jonathon.

In Paul's memory we have established an award, to be given twice a year, to honour an individual who has given exceptional service to London TravelWatch. Nominations can be made by any member of the Board or staff, and the winner is selected by a panel appointed for the purpose. The first Paul Kasozi Award was made in March 2008 to Sandra Ambo.

### And finally...

Janet Cooke

Becoming London TravelWatch's Chief Executive means that I am now travelling daily into central London. It has been six years since I last commuted, and I have been struck by how much things have changed in that time. With many more people travelling in and around London already crowded services are even more so; a lot of building and engineering work on the transport infrastructure is taking place, and the travelling public seem to be much better informed when delays occur than they were in the past.

Meeting London's transport providers has made me conscious of just exactly how much investment is occurring – and how much more will be needed – both to maintain and to improve the transport networks. In the long-term, all this will be good news for the public, but in the meantime it spells years of disruption, which must be managed properly. The travelling public has learned to live with inconvenience, as long as the eventual benefits are clear and any temporary arrangements must be well-planned and clearly advertised.

I am grateful for the welcome I have received from the board and staff alike since taking over the leadership of London TravelWatch. The organisation has much to be proud of, but must never rest on its laurels. To be a credible champion of users' interests, London TravelWatch must engage with the public and understand their perceptions and priorities. To be an effective champion, it must build and maintain the relationships needed to ensure that its views are sought and voice heard whenever key decisions about London's transport are made.

London TravelWatch has the experience, energy and commitment to tackle the tasks facing it. I will do all I can to ensure that it is equipped, organisationally, to meet the expectations of the millions of travellers we are here to represent.

## About us

### Our office

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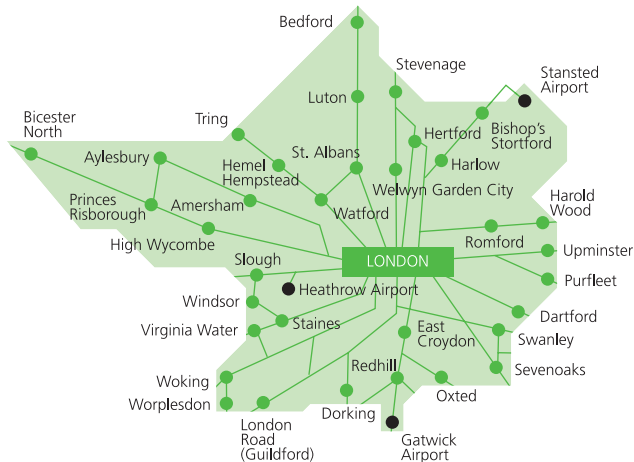
Nearest stations: Barbican, City Thameslink, Farringdon, St Paul's

Nearest bus stops: Barbican (routes 4, 56, 153), Snow Hill (routes 17, 45, 63)

Nearest car park for Blue Badge holders: Bartholomew Close

Nearest cycle parks: West Smithfield, Long Lane

Access to all parts of our office is step-free, and it is equipped with an infra-red induction loop



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## Eloquent and explanatory reply from London TravelWatch

Mrs H W, by e-mail

### Our website

For London TravelWatch news releases, publications, agenda papers and links to other transport organisations, visit us at [www.londontravelwatch.org.uk](http://www.londontravelwatch.org.uk).

### Our newsletter

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