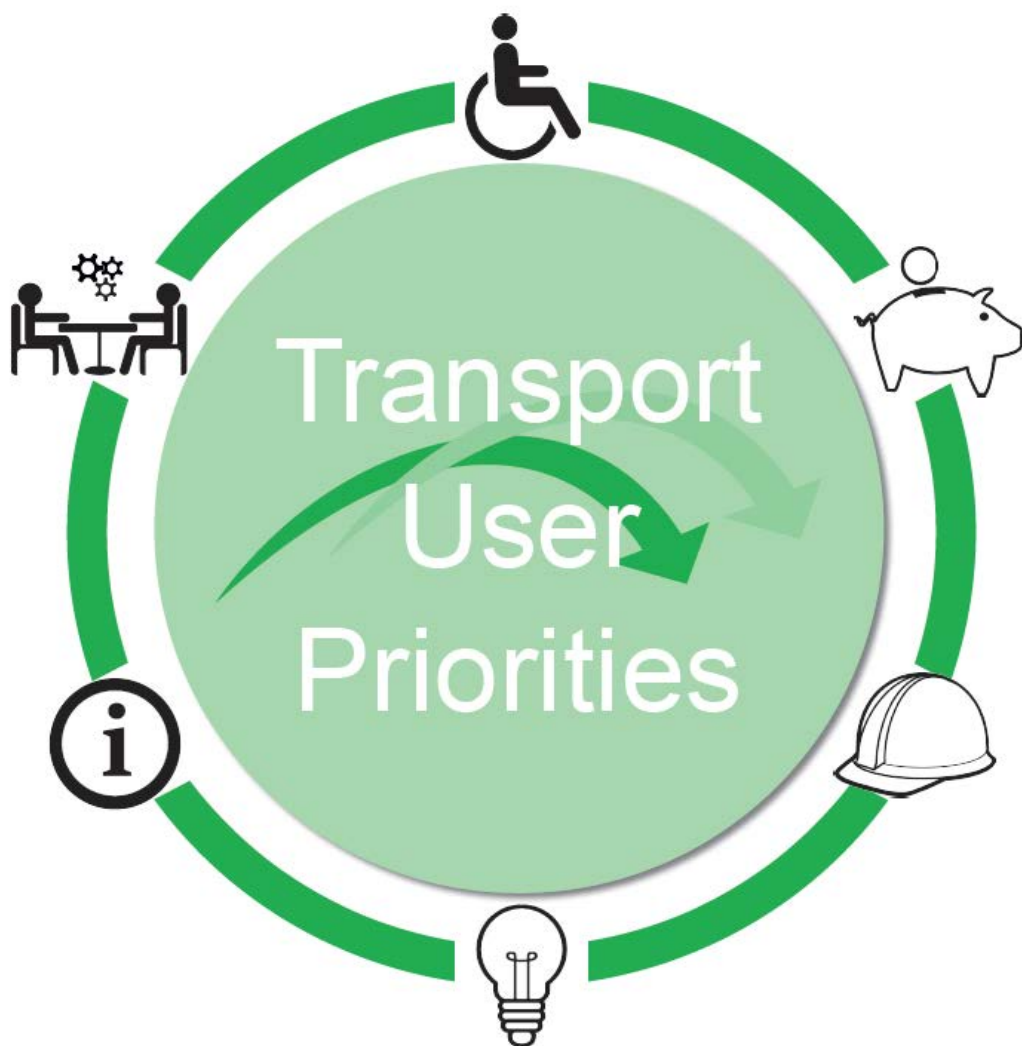




The voice of London's transport users



6 Principles for improvement by 2024

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Who we are

London TravelWatch is the independent, multi-modal body set up by Parliament to provide a voice for London's travelling public. This includes users of rail services in and around London, all Transport for London (TfL) services (bus, Tube, DLR, trams, taxis) and motorists, cyclists and pedestrians using London's strategic road network. We are funded by and accountable to the London Assembly.

Our experience of using London's extensive public transport network, paying for our own travel, and seeing for ourselves what transport users go through, helps ensure we remain connected and up to date. Our aim is to press in all that we do for a better travel experience for all those living, working or visiting London, and its surrounding region.

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Introduction

Transport users' priorities for the new Mayoral term

London's transport needs are ever changing as demand on the network continues to grow.

London TravelWatch plays a key role in representing transport user voices in London, supporting the Mayor and the Greater London Authority (GLA) in improving public transport provision and holding transport providers to account. Recent changes to London TravelWatch, including closer working with the London Assembly and a new working relationship with Transport Focus, have provided a fresh opportunity to make a difference to transport users.

What do transport users want?

London TravelWatch regards all those who travel in and around London as transport users, whether passengers of rail, bus, underground, DLR or tram, or users of the streets including pedestrians and cyclists. We regularly gather evidence from London's transport users via our research and casework, supported by travel and performance data from TfL (Transport for London), transport operators and passenger satisfaction data from Transport Focus' National Rail Passenger Survey (NRPS). In addition, we convene key stakeholder groups and transport users to gather insight from seminars and public

meetings to identify the most pressing issues for transport users.

Whilst much changes year on year in a fast-paced city such as London, many of the core issues remain constant. Our research shows that the core priorities of value for money, clear and consistent information, reliability, accessibility and accountability do not change. We therefore want to see a commitment from all those responsible to focus on meeting these needs.

6 guiding principles for improvement by 2024

Transport is one of the Mayor's key responsibilities. London TravelWatch has identified issues which affect London's transport users and has formulated six key principles to guide the Mayor. These principles support specific priorities which we will continue to focus on during the next Mayoral term and beyond.

London requires a strong commitment from the Mayor to use their influence and strategic powers to achieve a coordinated approach to improving the experience of London's travelling public.

A narrative has been allowed to develop that pits London against the rest of the country when it comes to investment. The Mayor should use their influence to emphasise that the whole country benefits when money is spent on infrastructure in the capital, particularly as 70 per cent of passenger rail journeys either start, finish or pass through London. This is made more pressing when we consider that rail passengers in and around the capital also cover a higher percentage of operational costs than those elsewhere in the UK¹.

We look forward to hearing from all the candidates and our stakeholders about how they will prioritise these principles, and how we can work together to achieve these goals.



How will we use these principles?

The principles reflect priority areas in London TravelWatch's work over the next four years, which we hope to see adopted by the incoming Mayor. Whilst we work hard to represent transport user interests across a broad spectrum of the transport industry, it is the Mayor who has the political and strategic power to put pressure on key London players, as well as representing the capital's interests at a national level. TfL is held to account by the Mayor and we believe we can work together to ensure that the capital's network meets the needs of London's transport users during the 2020-2024 Mayoral period.

We outline specific policies, along with broader objectives that we want to see the Mayor and other stakeholders work towards. We will review progress annually and identify principles which still need attention. It is by these means that we will hold the Mayor, TfL and other transport providers to account over the next four years, highlighting our key role in improving the transport user experience.

These principles reflect the strategic direction set out in London TravelWatch's business plan and embody who we are and what we stand for. They will have a much broader role to play in our stakeholder work, and we will look to them when making representations on behalf of transport users.



Principle 1: Accessible and Equal

London's transport network should be accessible and open to all.

Accessibility is a key priority for London transport users, not least because of an ageing population. Currently only 78 out of 270 tube stations and half of London Overground stations are step-free. It is essential that as much of the network is step-free as possible.

At present, the bus is the only fully accessible mode of transport in London. However, in recent years it has suffered from rising congestion and slower speeds which has driven down the number of passengers. As the most affordable mode, it is essential that the bus is prioritised in the upcoming Mayoral term. Issues of connectivity to outer London and public transport-poor parts of the city need to be addressed, with services and investment focusing on delivering better transport connectivity to London's lower-income and outer areas.

Equality in access to public transport goes hand in hand with accessibility. We must design a transport network which meets the needs of all its users including night-time workers and those who cannot afford expensive rail fares, providing an inclusive and welcoming environment across modes, to users and non-users alike.

Accessible Transport Infrastructure

Challenges faced due to poor accessibility on public transport are a frequent concern for many users. Rail and Underground users surveyed by Age UK in 2019 stated that steps and gaps on the tube and rail network were concerns, as even a small number of steps or a steep ramp could be barriers to them using the network². A station may be 'step-free' in name but still not fully accessible due to large train-to-platform gaps. In addition, 'step-free' navigation of particular stations can still mean walking significant distances. Where accessible infrastructure already exists, there should be better real time information for disabled travellers when lifts and escalators break down.

The bus service is the only potentially accessible public transport network that operates 24/7 across the capital. All London's bus services are low-floor, but not all bus stops are accessible where they could be. There are some conventional bus stops that are not yet accessible and 120 sections of 'Hail and Ride' routes that are inaccessible to mobility impaired users or the blind and partially sighted³.

Bus stops are often busy places with passengers with varying needs rushing to catch the bus. London TravelWatch has a particular remit to represent disabled users and has expressed concerns regarding bus stops that have cycle lanes routed through or

behind them. This may well be making previously accessible stops inaccessible. The Royal National Institute of Blind people (RNIB) tell us their clients cannot use such bus stops and will avoid them, but that the authorities are not taking their needs into account⁴. Transport for All, who represent older and disabled transport users, also object to them.

Priority:

Continue to work towards investing in physical infrastructure with step-free access and all bus services operating to fixed bus stops. All new transport must be designed to be fully accessible.

Only 78 out of 270 tube stations and half of London Overground stations are step-free

Inclusive Environment

Accessibility must be of primary concern at every stage of designing the transport network. Growing consideration and awareness of the diverse needs of transport users with visible and invisible travel restrictions is a step in the right direction, but we want accessibility for all to be integral to the design of the network as well as transport industry best practice.

A number of invisible conditions may create challenges for transport users using an often insensitive transport network. For example, 52% of autistic people and 32% of parents of autistic children said they avoided going places because travel would be too difficult for them.⁵ There is also evidence that those with mental health conditions, such as anxiety or depression, will find travelling a more difficult and stressful experience and therefore may avoid it entirely.⁶

We are calling on the Mayor and London's transport providers to not only design inclusive environments which meet physical accessibility requirements, but also instil and maintain inclusive practices and behaviours. For example, major interchanges, which can be hectic and overwhelming, should have calm spaces and waiting rooms available to passengers. Ensuring staff know how and when it is appropriate to offer assistance to passengers who look distressed or confused is also vital.

52%

of autistic people said they avoided going places because travel would be too difficult for them

The provision of accurate information at interchange and destination stations listed as 'street to platform accessible' is an issue frequently raised with the London TravelWatch casework team. Therefore, making sure there is up to date, clear and accessible information available about potential changes and disruptions is of utmost importance. Feedback has shown us that for those with restricted mobility, it is of great help to know in advance about changes to services and potential barriers to access – such as lift closures or a busier than usual network. Lack of information and unplanned disruption can be a cause of stress and anxiety. Clear and accurate information is essential for those with both invisible and visible disabilities.

Priority 1:

A travelling environment which meets the needs of those with visible and invisible impairments.

Priority 2:

Work with partners to understand and create a more inclusive environment which is sensitive to, and makes provision for, those with invisible impairments, such as calm spaces, toilets, waiting rooms and additional staff training.

Priority 3:

A transport system that accommodates all needs and creates a safe environment for all. Press transport providers to consider the needs of vulnerable groups and less confident travellers, creating a transport system which gives everyone the freedom to travel with confidence.

Improved connectivity for all

Ensuring that all transport users have access to good quality public transport is an equity and equality issue. Better connectivity is essential to creating a more accessible and equal transport network.

Work is a key part of the route out of poverty. Yet an increasing number of households in poverty in London include someone who is working. 21% of employed London residents were low-paid in 2017: a 50% increase from 2007.⁷ When the cost of living is rising, and the number of Londoners in working poverty increasing, it is essential that all Londoners have access to affordable public transport that is well-connected to employment centres. Our work in 2015 examined the challenges faced by people living in the outer London transport zones who struggled to afford expensive rail fares, and were therefore making time-consuming, stressful journeys by bus to access employment⁸. For some, lack of affordable or accessible transport provision prevented them from working in certain areas, such as central London.

Access to a larger range of employment opportunities is a key benefit of making London's transport network more accessible and affordable, particularly for those living in outer London boroughs, or areas with poorer transport accessibility such as south London. We want the Mayor to take into account equality and equity issues when making transport decisions.

21%

of employed London residents were low-paid in 2017, 50% more than in 2007.

The Mayor should also use their influencing powers to address the unequal access to public transport across the GLA area.

Efforts to reach out to non-users, and understanding the barriers or reasons for not using public transport would help ensure that the needs of all transport users can be better met in the future. For some, cost may be the main barrier: but for others, lack of safe routes to public transport or perceptions around individual safety may put them off. Conventional work and employment journeys often take priority in assessment and viability frameworks, with less thought given to the informal or unrecognised journey types undertaken by women, older users, tourists and younger users. It is important to challenge perceptions in the industry and more broadly, as the transport network has historically been designed for those with no limitations when travelling.

Therefore, the barriers to travel faced by users and non-users alike may not be known. Centre for London's recent Fair Access report examines the issues of affordability, connectivity and accessibility and identifies potential interventions to make access to transport more equitable⁹. This work supports the findings of our Living on the Edge research. It demonstrates how often, the solutions will be found in broader policy interventions across the housing, planning and employment sectors, as well as implementing particular transport measures such as discounts and exemptions for travel.

When we discuss connectivity and accessibility, it is important to remember that other transport users and certain vulnerable groups face additional barriers to travel, and could benefit from a more inclusive transport network. Passenger ambassador schemes (such as the DLR Community Ambassador scheme) are a positive encouragement to creating confidence in users¹⁰. They reach out to non-users and more vulnerable users, and communities with different cultural backgrounds. Crucially, the DLR scheme offers information and advice both on the trains themselves (such as on accessible trips), as well as directly in the community at regular drop-in sessions at local supermarkets, community centres and other locations. Such schemes are essential if we are to improve connectivity for all Londoners.

Priority 1:

Fairly consider the needs of transport users across different parts of London and the wider area

Priority 2:

Fairly consider the needs of transport users of all ages, whether commuters or leisure travelers, those who work outside of traditional work hours or users with specific travelling needs.

Streets for all

London's household travel survey found that 30% of trips by London residents are made on foot¹¹. These are complete end to end journeys, but walking is also part of linked journeys by other modes.

Interestingly, despite the importance of walking there are no measures of pedestrian satisfaction, except TfL's recently introduced attempt to measure a 'healthy street'¹². Whilst this is a step in the right direction, capturing pedestrian perspectives in the future would provide vital insight into the challenges and obstacles faced by pedestrians.

In recent years London TravelWatch has undertaken observations of highways obstructions on the pavements of London's boroughs¹³. The introduction of cycles onto the pavement via shared pavements, bus stop 'boarders' – when the pavement extends out into road to meet bus - and bus stop bypasses have meant additional conflicts between cyclists and pedestrians where there were none before¹⁴. This is of concern, particularly to older, disabled, visually impaired and other vulnerable pedestrians and those representing them. We wish to see a commitment from the Mayor and TfL to make sure no users of the road are disadvantaged due to these changes.

We are pleased that TfL are now starting to take enforcement measures against those who obstruct the pavement. London TravelWatch has

been campaigning for a number of years for TfL and the London boroughs to keep their pavements clear of illegal obstructions. Only a small handful of London boroughs do this as they should. Obstruction of the pavement, whether by advertising boards, pavement parking and, more recently, dockless bikes, is a nuisance for all pedestrians and a particular hazard for disabled users.

30%

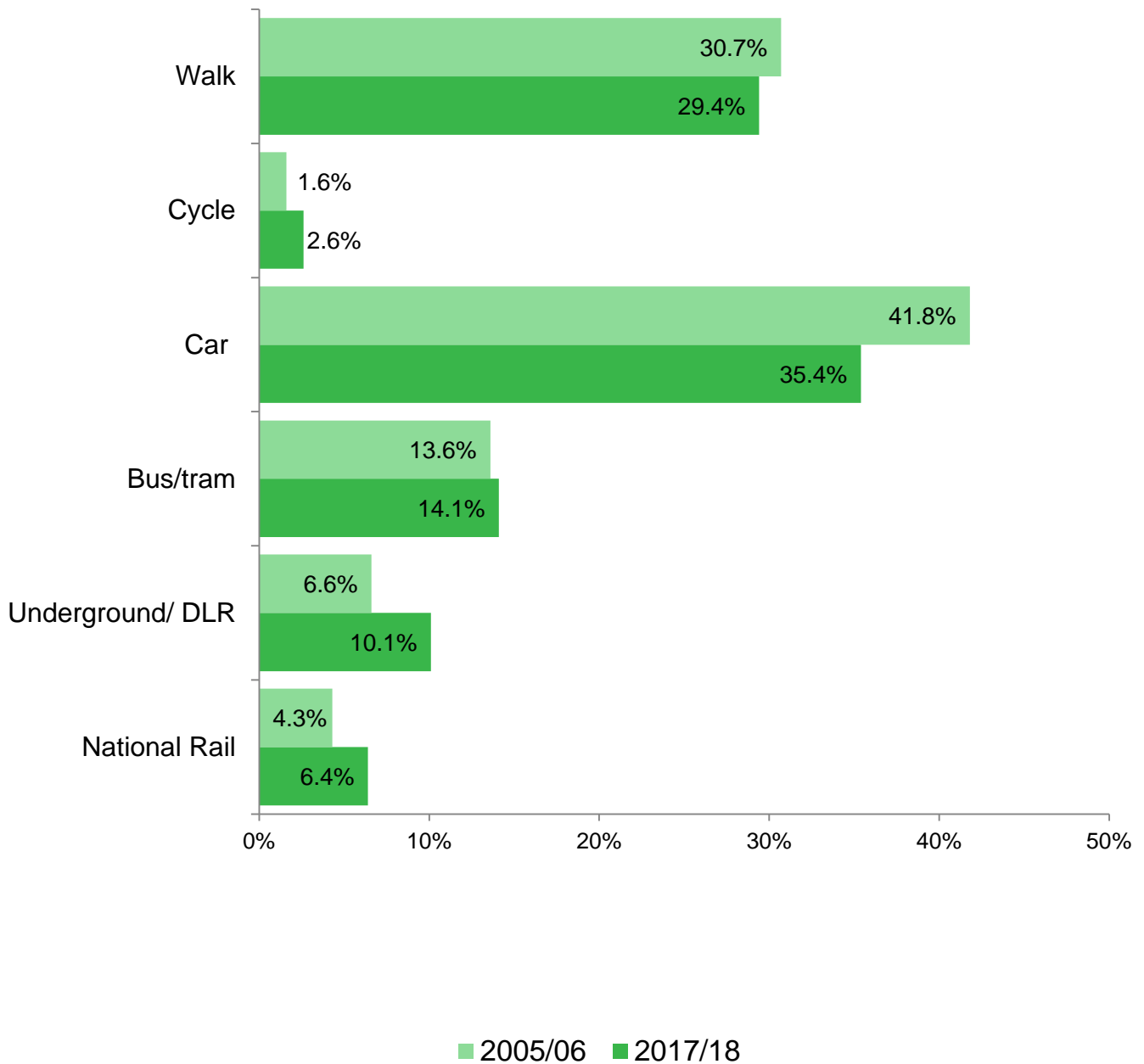
of trips by London residents are made on foot – more when we include journeys which include a walking component - yet there are no published measures of pedestrian satisfaction

Priority:

Ensure that London's streets and pavements remain accessible for all, without pavement obstructions and with the needs of everyone - bus, pedestrian and mobility-restricted users – equally considered.

Percentage of household transport mode share in the London Travel Demand Survey

Comparison between 2005/06 and 2017/18



Note: the Travel Demand Survey is a survey of London residents only. It does not account for those who visit/travel in to London (e.g. commuters.)



Principle 2: Value for Money

Transport across all modes should represent good value for money.

Public transport can be expensive. Affordability and reliability are top priorities for transport users in the capital. London rail passengers tend to be the least satisfied with the value for money of their ticket price, compared to those in other metropolitan areas. This can be attributed to poor service performance, greater levels of crowding, the higher level of rail fares paid by Londoners than those in other cities, as well as a higher dependency on public transport.

We want to see compensation and redress for poor service and disruption become industry standard. When things go wrong, passengers need to know when they are eligible to claim refunds, and claiming must be a simple and accessible process.

It is essential that the new Mayor continues to push industry towards better standards and services, with a much wider variety of flexible ticketing options available. Changing travel patterns and the rise of flexible working have also left the travelling public needing a simpler, more transparent and affordable ticketing structure.

Compensation and Redress

We were the first to call for compensation to be available to commuters after 15 minutes in 2014, so we are pleased that compensation payments for delays after 15 minutes under the Delay Repay 15 scheme have gradually been adopted by National Rail operators in and around London. However, it needs to be extended to the remaining operators.

TfL repays Underground and DLR passengers automatically when their services are delayed by 15 minutes or more. The Mayor and TfL should lead by example by changing compensation arrangements on the London Overground and TfL Rail to the 15 minute threshold so that all passengers can benefit. We also support Transport Focus' campaign to Make Delay Pay, which encourages rail passengers to make sure they claim compensation when they are entitled to it. London journeys extend all over the country, and the rail industry should be looking to compensate passengers regardless of where they start or end their journey, or which operator they use¹⁵.

Priority:

We want to see Delay Repay after 15 minutes as an industry standard for all Tube, Overground and rail services

A transparent fares structure

For many, the fares system is complex and confusing, particularly when using the National Rail network, or changing between National Rail and other TfL services.

Fares for similar journeys can differ depending on the operator, where you travel to and from, or type of ticket purchased. We have found that paper ticket prices can be different to Oyster and contactless card fares; there are even fare anomalies within London. For example, the Oyster Pay as You Go (PAYG) peak fare from zone 6 to zone 1 costs £5.10 by tube (Epping to London Bridge) but £7.40 by train (Coulsdon South to London Bridge). When comparing similar-length commuter journeys into London, we found that some cost significantly more than others: a weekly season ticket from Oxted costs £60.50 whilst the same ticket from Hemel Hempstead costs £98.50¹⁶.

Our own interaction with rail passengers via our casework has indicated that the fares system is in much need of reform. Some passengers in receipt of a penalty fare, or an unpaid fare notice (which may be charged in cases where the passenger has an incorrect ticket), have told London TravelWatch that they do not understand the fare structure, and don't know why they have been charged.

For example, we received a complaint from a passenger who was charged the single fare for his journey after

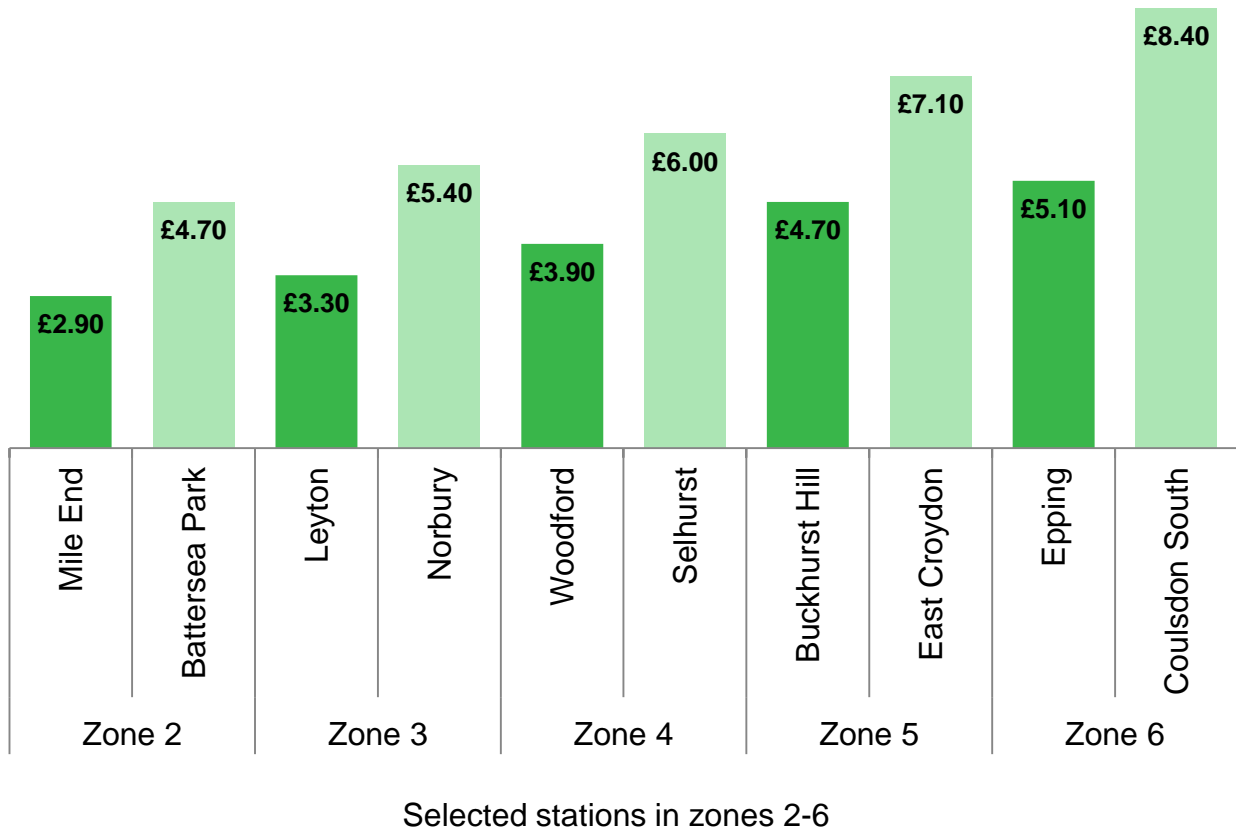
having his penalty fare appeal upheld. However, in this case it was unclear what the correct single fare would have been. When we checked the fare on the National Rail Enquiries website, and saw a lower priced fare than the one the passenger had been charged, we queried the train company as to why this was the case. In the end it transpired that the fare advertised online was a 'super off peak' fare, but there was no way to know this unless a tiny symbol that indicated 'further information' besides the fare was selected. There would be no reason for a passenger to do this: and it was not clear exactly which fare was being charged.

The responsibility is always with the passenger to know which fare to choose, but the information available is often not easy to interpret and can lead to mistakes. The way fares are advertised and explained should be passenger led and not industry led. We support Transport Focus, with whom we work closely, in their campaign to make fares simple. We also support the recommendations of the joint Transport Focus and Rail Delivery Group (RDG) 2019 'Easier Fares For All' consultation¹⁷.

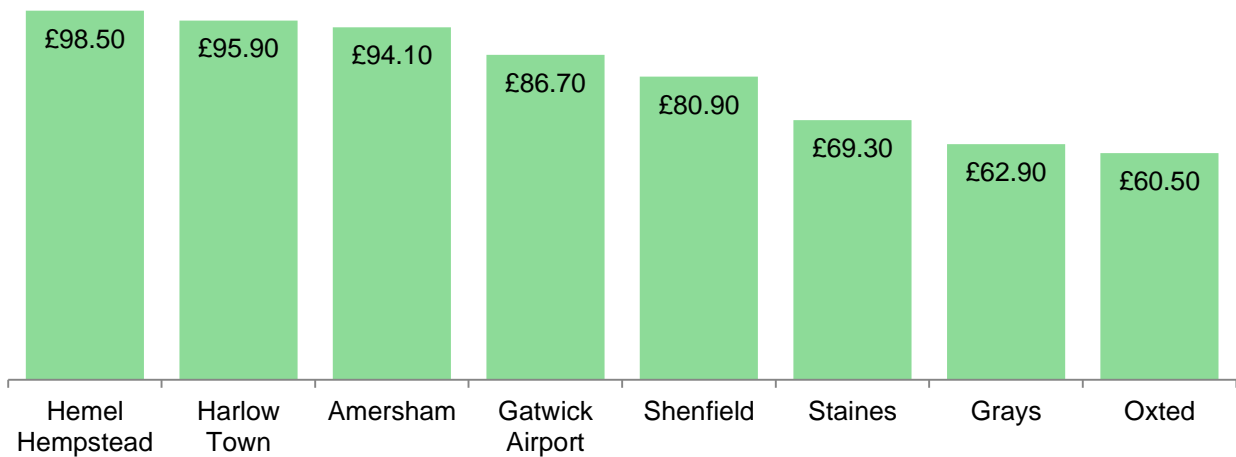
Priority:

There should be a clear, consistent, simple and transparent fares structure

2020 Oyster single Pay As You Go peak fares to zone 1
(Oxford Circus) from selected tube and train stations



2020 Weekly ticket Commuter fares from stations at similar distances
(19 to 27 miles) from London termini



Flexible tickets

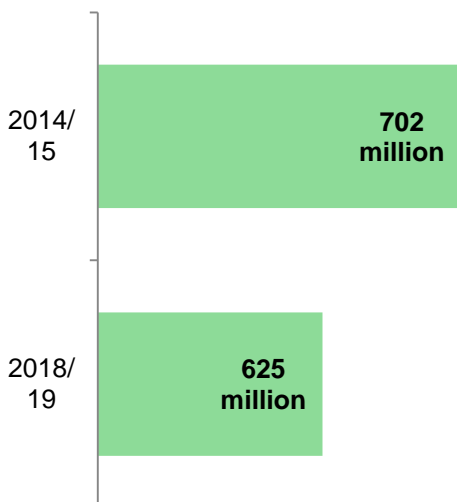
Commuters with flexible working hours are shunning rail season tickets, at the same time as the overall number of train trips has increased. Journeys using season tickets have dropped from 702 million in 2014/15 to 625 million in 2018/19. The market share of season ticket journeys was 36% in 2018-19, down from 48% a decade ago¹⁸.

Train companies are exploring the possibility of part-time season tickets. For instance, c2c offer a Flexi-Season ticket - a bundle of 10 day-long

'Season style' tickets to use within six months¹⁹. All train companies should ensure that their passengers have the greatest possible flexibility if they are not working full time, or do not require Monday to Friday peak travel.

Early Bird discounted season tickets, ideal for early morning commuters, such as those offered by Southeastern from two stations in Kent to London, should also be adopted by other train companies. We want to see commitment to exploring and encouraging a much greater range of ticketing options for those using rail services in and around London.

Number of journeys using season tickets comparison between 2014/15 and 2018/19



Priority:

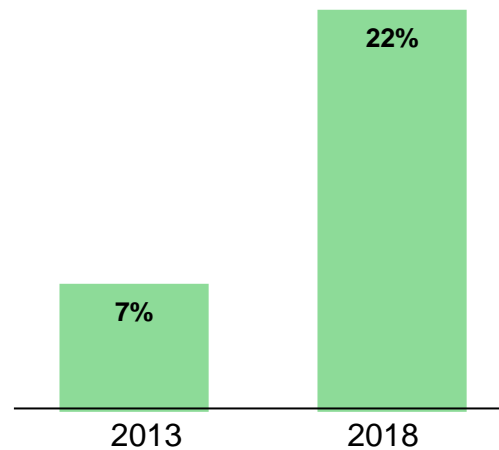
Flexible ticketing options such as part-time season tickets should be available

Smart ticketing

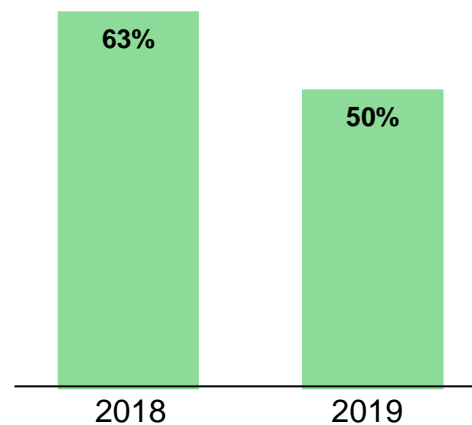
Smart ticketing refers to tickets which are stored electronically – via a smartcard such as the Oyster card, a bank card, mobile phone, tablets or other microchip cards. The use of smartcards has many benefits for transport users: increased security, ability to cancel or suspend cards if lost or stolen, and a reduction in the time taken to purchase ticket. They also offer less complexity, particularly with Oyster and contactless automatic payments, which removes the need for transport users to work out fares. Passengers also like to book online in advance, with 22% of journeys in 2018 made on tickets bought online, up from 7% in 2013.²⁰ Today, more passengers are using paperless tickets, with just half (50%) of journeys now made using paper tickets – which is down from 63% in 2018.²¹

There are, however, issues with smartcards, particularly the inconsistency and incompatibility of different cards for different train operators. In 2017 the DfT announced an £80m fund for train operating companies to roll out smart ticketing on their routes. Unfortunately this has resulted in numerous different schemes across different franchises, with offerings that are not integrated or useable with different operators.

Percentage of passengers buying tickets online - comparison between 2013 and 2018



Percentage of passengers making journeys using paper tickets - comparison between 2018 and 2019



A solution will need to be found or else journeys will end up being more complex, with passengers who are making inter-franchise trips requiring multiple smart cards – and potentially better off using paper tickets.

London is unique in having an integrated smart ticketing system, but at present the availability of Oyster and contactless card readers is not consistent around the periphery of the London rail area or to London's airports. Oyster and contactless should be available at all stations used by a large proportion of commuters to London and for journeys from all London's Airports (Stansted Airport has neither Oyster nor contactless). Issues with different fare options to London's airports were explored in our report [Way to Go: Improving public transport access to London's airports](#) published in January 2019.

In terms of the future, it is clear that contactless card payments prove the simplest and easiest to implement. The Oyster card and Oyster zone has limited capabilities, but until railcard and discounted travel ticketing options are available on contactless cards, Oyster cannot be replaced.

Priority:

Passengers want to see ticketing which matches technological advancements and provides all the benefits of new digital ticketing

An affordable bus service

Low paid workers in outer London have no real alternative to paying high travel costs. Our report: [Living on the Edge](#) (prepared jointly with Trust for London and London Councils) examined the impact of travel costs on low paid workers living in outer London.

The significant changes to bus services in central London in 2019 broke many direct connections from the suburbs. It has meant that many passengers have had to rely on catching their connecting bus within the one hour Hopper Fare time limit and has added to their overall journey time. It is essential that bus travel remains a viable option for all Londoners and future planning must see buses prioritised.

Low paid workers in outer London have no real alternative to paying high travel costs

Priority:

Bus travel must remain affordable and practical



Principle 3: Safe and Healthy

Transport users in London should be and feel safe at all times.

The issues around safety on public transport require constant attention to keep transport users safe. Further pressure must remain on transport providers to ensure operational safety and reductions in the number of accidents on or around rail, bus or the streets.

Perceptions around safety, including concerns around crime and anti-social behaviour, can be off-putting and discourage Londoners from using public transport or choosing active modes of transport. All of London's TfL and rail services should be staffed from first to last train.

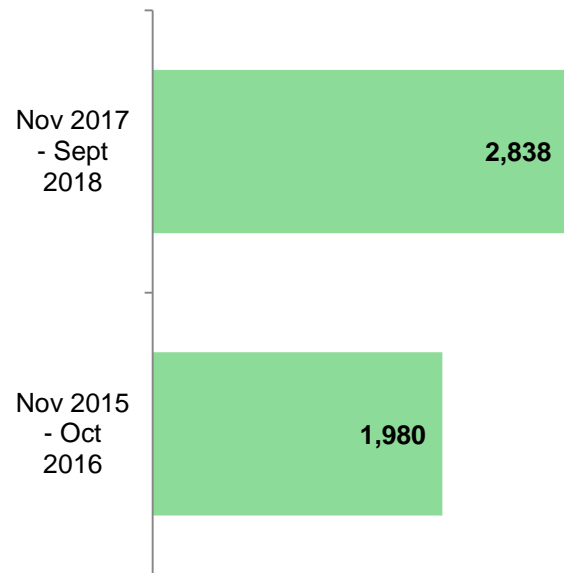
Furthermore, the safety risks facing more vulnerable groups, including those with hidden and invisible impairments, older users, women and LGBTQ+ groups must be addressed. Attention to safety will be essential in the coming years, particularly if the current Mayoral Vision Zero policy is to be achieved.

Feeling safe

The British Transport Police, who work closely with TfL and the Metropolitan Police, reported 2,838 incidents between November 2017 and September 2018, compared to 1,980 between November 2015 and October 2016, a rise of more than 43%. There was a 25% increase in total criminal offences recorded on the entire network over the same time period. Weapons offences more than doubled from 42 to 95, while sexual offences increased from 925 to 1,047²².

The likelihood of suffering crime is still very small given the overall number of passenger journeys. TfL's quarterly customer survey for quarter one in 2019/20 showed that there were 13 crimes recorded per million passenger journeys on the Underground, and seven recorded crimes per million on the bus networks²³. However, there remains a significant fear that the network is unsafe. The same quarterly survey showed that almost one third of Londoners were worried about their personal security on public transport, with incidents on the Underground and bus networks causing the most concern.²⁴ Different transport user groups will have differing fears around personal security and safety whilst using public transport. More needs to be done to understand the fears of transport users, better identifying which interventions will be most effective.

Rise in the number of incidents reported by British Transport Police



Priority:

Measures should be taken to ensure transport users of all ages and demographics should feel safe and be safe when using public transport

Joint effort for safety

We expect the Mayor and TfL to maintain and improve the standard of safety on London's transport network, seeking continuous improvement in the safety of passengers, transport users and staff, spreading best practice between modes and with other providers. London TravelWatch will continue to provide independent safety monitoring and advocacy, but more is needed from all stakeholders to provide a safe travelling experience and safe journeys for transport users.

According to our research, a number of issues affect passenger perceptions of safety. There is a universal requirement for the transport industry to be more proactive in tackling issues such as theft, assault and sexual harassment, but also instances of less serious, but disruptive, anti-social behaviour. This is because many of the actions regarded by transport users as anti-social behaviour are not criminal in nature and are therefore a matter for operators to resolve rather than the police.

Passengers believe that the travelling environment would be significantly enhanced if operators paid more attention to the cleanliness of vehicles, stations and bus stops. In contrast to anti-social behaviour and overcrowding, this is an issue that is considered to be the clear responsibility of service providers to address, although addressing the problem of anti-social behaviour is of fundamental need too²⁵.

Network Rail needs to work with operators to tackle the issue of 'step-gaps' between the train and platform, as well as addressing issues of line-side litter, rubbish and graffiti more vigorously not only to improve operational performance, but also to help reduce the fear of crime and anti-social behaviour on the rail network. Bus operators should also consider regular 'in-service' cleaning of buses.

Priority 1:

Industry must be held to account for upholding safety standards, regularly listening to passenger concerns and reviewing processes

Priority 2:

Working together across the transport industry to provide a safe environment, tackling crime and anti-social behaviour across the network

Perceptions around safety, including concerns around crime and anti-social behaviour, can be off-putting and discourage people from using public transport

A safe travel area

It is now widely accepted that a wide, level, continuous and clear pavement will encourage more walking, and that more walking has societal as well as transport benefits. The unlawful obstruction of the pavement, whether due to A-boards or stray rubbish, is an issue that affects everyone who uses London's streets. All sorts of people are inconvenienced by narrowed and obstructed pavements: pedestrians with pushchairs; visitors with suitcases; shoppers carrying awkward loads; people in a hurry who, if they can't get through, may resort to dangerous activity like walking in the road.

And of course these difficulties are multiplied for older people and mobility and visually impaired users. To get more people walking, we advocate for good quality surfaces, places to sit, and more single stage formal and informal pedestrian crossings. The overlap between planning a people-centred public realm and good quality transport interchanges more generally is key. Our recommendations for stations and the areas around transport hubs can be found in our [interchange matters](#) report²⁶.

The introduction of cycles onto the pavement as shared pavements, bus stop boarders²⁷ and bus stop bypasses will introduce additional conflicts between cycles and pedestrians where there were none before. This is of concern, particularly to older, disabled, visually impaired and other vulnerable pedestrians and those representing them.

More people will cycle if conditions can be improved, and the cultural barriers to cycling for a wider demographic are addressed. We have promoted 12 policies to enable more cycling. These are taken from our [Cycling in London report](#),²⁸ and include a wider and more sophisticated system of roads pricing (charging for the use of the busiest roads at the busiest times) cycle specific infrastructure, and clear space for cycling.

Priority:

Improve the public realm, streets and pavements to create a travelling environment in which active modes such as cycling and walking are safe, accessible and possible for all

Road safety

It is important to ensure that 'Vision Zero' is achievable and not merely displacing risk from one place to another²⁹.

Although London TravelWatch is a consumer watchdog, road safety is important to us. We advocate for a safe systems approach to road danger reduction and support slower speeds, as well as supporting motor traffic reduction through our advocacy of Londoners using the most space efficient modes. We want to see targeted road engineering interventions where analysis identifies clusters of collisions and where most casualties can be saved per pound spent. The UK and London have had success over a number of years reducing the absolute number of casualties on London's streets. We recommend a continuation of data-led intervention, to ensure the number of casualties continues to reduce.

Priority:

Continue efforts to reduce accidents and collisions on roads, working towards the 'Vision Zero' policy

Bus safety

As part of London TravelWatch's 2019 work into bus safety, Loughborough University Design School was commissioned to independently review and explore the causes of injury to bus passengers on the London bus network and suggest counter measures³⁰. Researchers examined bus operator reports where incidents have led to injury, studied video recordings of incidents and interviewed injured parties. Successful workshops to get feedback from operators and stakeholders were then held in London and Loughborough.

Work to fulfil the report's recommendations will need to progress with TfL and other operators. This includes recommendations to reduce harsh braking and acceleration incidents; encourage passenger behaviour change using nudge techniques or additional information sources to enable them to stay seated until the bus has completely stopped before alighting; and reviewing the issue of the 'open' forward-facing seats into the wheelchair / buggy area to prevent passengers being thrown out of them in instances of harsh braking³¹.

Priority:

Work with the bus industry to continue to improve passenger safety when travelling on buses

Improve air quality and meet sustainability goals

Although London TravelWatch is a consumer watchdog, we are mindful of the issue of poor air quality and recognise that users of the transport system are particularly affected. It is also something that transport users are becoming increasingly aware of. In 2018 Transport Focus asked rail passengers about their views on electric or diesel-powered trains. More than 90 per cent of respondents said that they tried to do what they could for the benefit of the environment, and almost 80 per cent agreed that electric trains were better for the environment³². However, almost half said that if the train is on time and comfortable they don't care how it is powered. Cheaper fares, greater reliability and frequency, and reduced journey times were most likely to lead to an increased use of trains.

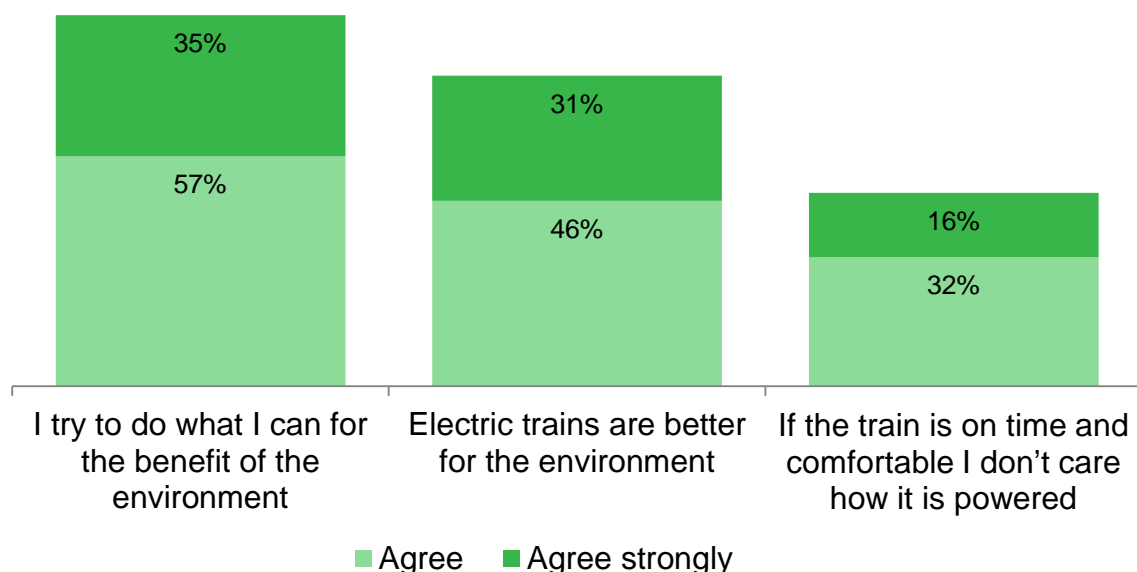
Making trains more environmentally friendly was less likely than other factors to have this impact.

We therefore recognise the imperative to decarbonise the transport system, but are aware that this is not the only priority for transport users. We have long advocated that reducing motor traffic and encouraging space efficient modes such as bus and rail is the best way to reduce transport emissions and create a more effective transport system.

For transport users, efforts by the mayor to reach sustainability goals should focus on:

- a) reducing harmful emissions from vehicles at source;
- b) encouraging the use of sustainable modes and active travel; and
- c) the use of mitigation measures such as 'green planting' areas or the installation of air filtration devices at key locations.

Transport Focus 2018 survey on attitudes towards train power



Technological innovation is key if we are to reach sustainability goals, particularly in regards to transport. For buses, the programme to purchase new Euro 6 compliant buses or re-engine older vehicles is a good example of good value for money, and something the mayor should support. TfL's support for battery powered buses in a measured way is also a positive step, as battery powered buses will have zero emissions³³. Unfortunately, there are practical issues as the technology available is not yet mature, and it is expensive so the transition to battery powered vehicles will also take some years³⁴. Nonetheless we support efforts to invest in and support the growth of these programmes where possible.

For rail too investment in electrification would be of great benefit to London, and the Mayor should commit to supporting calls for government investment into electrifying the remaining parts of the National Rail network. Diesel trains, far more polluting and expensive to run, come into London because parts of their routes, outside of London, are not electrified³⁵. Electrification brings improvements in reliability, efficiency as well as being sustainable, as electricity supply can be sourced from renewable energy. Unfortunately, only 42% of the UK's network is electrified, lagging behind the rest of Europe.³⁶ London would directly benefit from the electrification of the national railway.

Priority:

Support sustainability goals, improve air quality and reduce air pollution to safe levels



Principle 4: Invest and Innovate

Transport users require investment and innovation to meet growing demand.

London has a large population with diverse needs. With increasing pressure on the existing network and the need for extra capacity, it is essential that the new Mayor focuses on investing in updating old and creating new infrastructure, as well as supporting innovation and new solutions for London's transport network.

Our research has shown transport users want reliable, affordable and convenient services that allow them to travel with ease around the capital. However, there is no reason why investment and solutions should not meet the other goals of the Mayor's existing transport strategy, including the Healthy Streets strategy and efforts to reduce carbon emissions.

Major investment is required in the next Mayoral term to meet the growing demand on the network, tackle congestion and crowding and meet London's population growth. We are supportive of innovative solutions and policies which seek to improve the experience of London's transport users.

Interchange matters

Interchange is a key issue for London TravelWatch and the transport users we represent. Whilst multi-modal travel and interchange are an accepted part of travel in London, transport users dislike interchange. Indeed, transport planners use what they describe as an 'interchange penalty' in their assessment of passenger travel, which gives a value to the amount of time taken to navigate confusing or congested interchanges³⁷. It is therefore vital that interchange is as seamless as possible.

Good interchange means step-free access, staffed and secure stations, good layout and wayfinding, with places for transport users to sit and wait.

Interchanges will need to get significantly better if users are to take full advantage of them or switch their journey from private car to public transport. Examples of this would include rebuilding Clapham Junction and Lewisham stations, along with previously agreed schemes at Camden Town station and Holborn station, and adding new interchange capacity at West Hampstead station (Chiltern line), Brixton station (London Overground and Southeastern Victoria to Gravesend) and Brockley station (Southeastern to Gravesend).

For details of what makes a great interchange see our report [Interchange Matters](#).

Priority:

Prioritise and invest in London's key interchanges, big and small, across the transport network

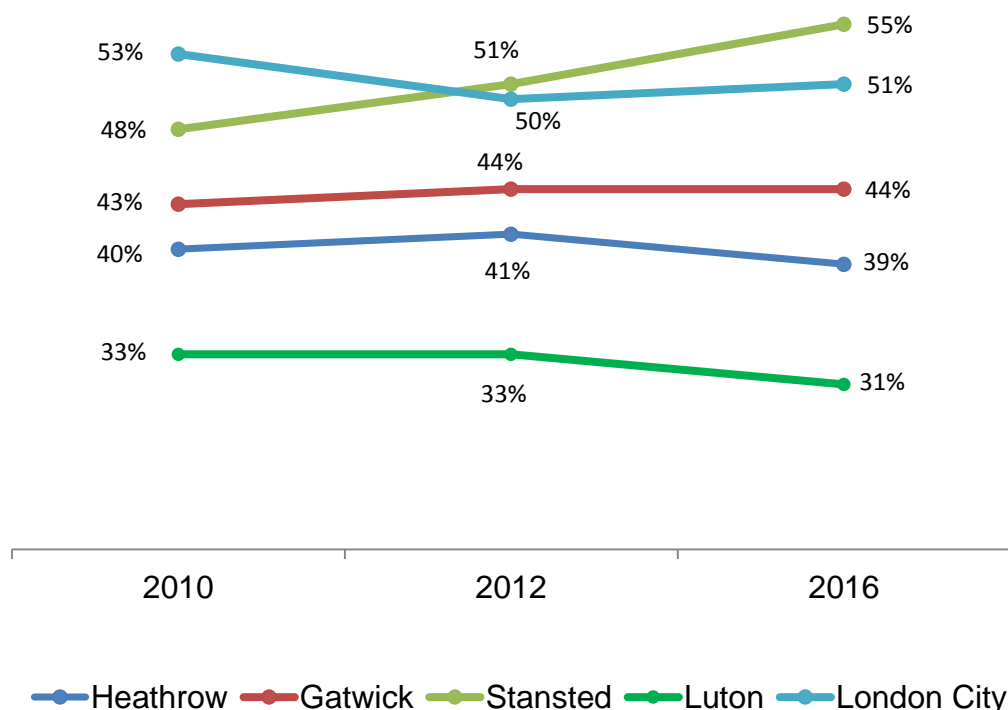
Access to airports

In our 2019 report [Way to Go: Improving public transport access to London's airports](#) we raised concerns about the drop in the number of air travellers getting to the airport by public transport. The share of passengers using public transport to get to Heathrow, Gatwick and Luton airports has fallen from 41%, 44% and 33% respectively in 2012 to 39%, 43% and 31% in 2016. We attribute this to poor public transport access to the airports and the convenience and low-cost of private hire apps. The long-term solution may well be road charging schemes that fund public transport improvements.

In the meantime, a commitment from all involved is needed to encourage and facilitate use of public transport to and from airports. To help make using public transport to get to airports more attractive, interchanges need to be improved so people benefit from seamless journeys, making it easier to pay by extending Oyster/contactless on National Rail and increasing acceptance of contactless bank cards on local buses outside Greater London.

Poor rail connectivity to Heathrow Airport from South London, Surrey and surrounding counties is the cause of significant congestion and poor journey time reliability on the road network and bus services in West London. Completion of the Western

Percentage share of passengers using public transport to reach London's airports in 2010, 2012 and 2016



and Southern rail access routes to Heathrow should be a priority.

Access to North West London, Buckinghamshire and Hertfordshire from Gatwick and Luton airports could be substantially improved, with a major reduction in journey times from these areas, by the construction of a station on the Chiltern line at West Hampstead. We also support work on developing proposals to improve the rail link between London and Stansted airport, as well as the introduction of new coach and bus services to all airports.

Priority:

Improving public transport access to London's airports is essential to meet sustainable travel goals

Infrastructure investment

Whilst there are many projects across London that would welcome investment, we prioritise key major projects which will benefit London as a whole. An extended list of our recommendations can be found in our [What next for London's transport infrastructure?](#) report. In the next four years, we want to see commitment to both existing projects with established business cases as well as new projects to meet emerging demand and challenges.

In particular, we recommend a commitment to the following projects:

Extending the Bakerloo line to Lewisham and further into South East London is a key current infrastructure and development opportunity. It will add significant extra capacity to National Rail routes from that area, and beyond into Kent and Sussex. It will also make better use of an underused asset between Elephant and Castle and the West End, and open up significant opportunities for new housing.

Crossrail 2 would provide additional capacity for up to 270,000 more people to travel into London during peak periods³⁸. We support Crossrail 2 because of the wide benefits to passengers that it gives including the release of additional capacity on existing routes such as the South West Main Line and to Stansted Airport. Delaying or cancelling the project would mean that problems of crowding on many routes would continue or be exacerbated. Crossrail 2 must also be

delivered if HS2 serves Euston station as it is vital that capacity is provided to distribute passengers arriving at that station.

The Croxley Link is a project to improve connectivity in the Watford area and beyond. It would connect Watford junction station into the Underground network and also deliver contingency for mainline services that have to be curtailed, e.g. for engineering works. It makes great sense but is not funded, largely because of the cross boundary nature of funding and governance. The Mayor should encourage the Government to take over the role of funder and ensure the scheme is delivered.

We also want to see a continuation of the Mayor's commitment to projects such as TfL's Four Lines Modernisation Programme, which is nearing completion and will deliver a 33% capacity increase on the Underground's sub-surface lines by 2022. The Bakerloo, Central, Piccadilly and Waterloo & City lines upgrades will deliver significant capacity increases. When opened, Crossrail will add 10% to public transport capacity in London. It is hoped that Thameslink will implement its planned increase in the number of trains per hour from 18 to 24, a 33% increase in capacity.

Priority:

Major investment in transport infrastructure is essential to meet London's growing demand and relieve congestion and overcrowding on the network

Support London's growth

Further commitment to the integration of transport and housing and planning policy is needed. Transport connectivity is a key component of planning communities, towns and cities. Rail plays an important role in enhancing the connectivity of existing urban communities in London, and facilitating better transport links for all Londoners, particularly in South London which has historically poor rail and tube access. Better integration with other policy areas would potentially enhance the community role of the railways, and enable the smooth running of operations in relation to the transport system as a whole. We recommended the best way to achieve this in London's case is to devolve rail powers to TfL, as this would bring suburban rail services into a wider, more comprehensive transport and planning policy framework, with consistent fares and more logical services better serving outer London communities.

The proposed new West London Orbital rail line from Hounslow and Kew Bridge towards Hendon and West Hampstead is a good example of multiple benefits arising from infrastructure investment outside of central London. It would enable the creation of new homes and employment opportunities. It would also improve transport connectivity in west and North West London, which will encourage the shift to using more sustainable transport options.

For bus too a more integrated approach would benefit local

communities and areas with new housing development. Bus services should be extended to areas where new developments are beginning, such as the Thames riverside from North Greenwich to Havering, town centre growth areas including Croydon and Ilford, and areas of regeneration such as along the Old Kent Road corridor.

Priority:

New infrastructure investment is needed to connect areas with poor transport connectivity, and support new housing development across the city

There is lots of opportunity to link investment in housing and transport to create well connected places

Bus priority

Bus ridership has declined, particularly in central and east London. Where TfL's Roads Modernisation Programme most affected bus speeds, bus ridership dropped most sharply during the works and did not recover. Other reasons cited for reduced ridership are switches to other modes, such as to the Jubilee line from buses along Finchley Road, minicab use, home shopping, other lifestyle changes and fear of terrorism.

We recognise the need for the bus service to change and to reflect demand but are disappointed with TfL's recent response to reducing ridership. Frequency reductions may well be inevitable, but curtailing and withdrawing routes means additional forced interchange for passengers, where passengers are having to take two or three buses where previously they could have taken one direct route. Passengers are very clear: they do not like interchange.

Reduced bus ridership should be of concern at a time when the aspiration is to substantially grow the proportion of travel by the sustainable modes. The Mayors Transport Strategy argues there needs to be a growth of at least 18% in bus passenger journeys³⁹. The trend is presently in the wrong direction and must be reversed.

Our preferred response to reducing demand would be to address deteriorating performance and prioritise buses on all the roads they use. We have promoted:

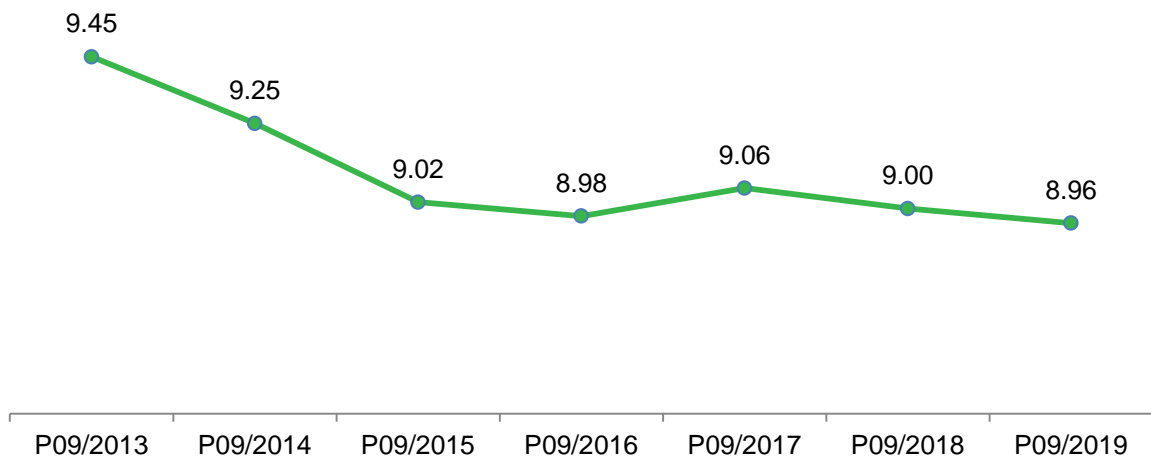
- Longer operational hours of the red routes and bus lanes;
- Longer operational hours and weekend operation of the congestion charge zone;
- A review of parking on bus routes;
- More streets prioritised for bus services and cycles only in the manner that Tottenham Court Road has been;
- Investigation of a wider and more sophisticated roads pricing scheme

TfL has a desire for longer, express and orbital services. These can only really be delivered if bus services can be operated more reliably and not spend so much time held up by general traffic.

Priority:

The bus network must be prioritised to restore performance

**Average London bus speed in miles per hour in Period 9
(9 November - 8 December) from 2013-2019**



Source: TfL Performance data – Bus Speeds Report ‘Network All’ (2019)

Innovative solutions

Technology, open data and an ever connected world are providing new opportunities for improving our journeys, and we want policy to welcome innovative solutions to problems such as congestion, crowding, and roads. We want to see innovation from those who provide services to transport users, but also policy innovations from the Mayor.

We believe there are lots of opportunities for innovation. For example, roads pricing should be investigated as a means to cut down private vehicle use in London. A roads pricing system based on distance travelled, time and location of travel could be of great benefit to London, providing primary intervention to reduce congestion on London's roads. Such a system would restrain the number of private vehicles at busy times and in busy places, and could provide some of the funding for alternatives to private car travel.

Workplace parking levies are a possible way of raising funds and may be appropriate in some situations. Currently the only local authority to operate such a levy is Nottingham City Council. Money raised from the levy has helped to fund extensions to the city's tram system, the redevelopment of Nottingham Station and support the local bus network. There has also been an increase in public transport usage cycling and a reduction in traffic. Hounslow Council is undertaking a full business case to look at introducing a workplace parking levy within the

Great West Corridor to help reduce traffic levels, and improve public transport and walking and cycling infrastructure in that area.

In terms of the services on offer to Londoners, we supported the idea of TfL's 12 month trial of demand responsive bus vehicles, with their aim to complement the existing bus network and increase sustainable travel by reducing car dependency. Beginning operation in Sutton in May 2019 and Ealing in November 2019, we look forward to reading the research findings from each of the trials once their 12 month trial periods have elapsed⁴⁰.

Priority:

London's transport network requires innovative policies to solve big problems and improve users' journeys



Principle 5: Inform and Communicate

All transport users must have access to accurate and timely information across multiple platforms and at all points of their journey

Transport users expect technology containing live and instant information from London's transport operators and third party providers to be of a high quality, reliable and timely. This must remain a priority of technology providers.

Reliable journey times are the key factor behind passenger satisfaction and good information helps contribute to that.

Transport users also need to be able to see accurate online information to help with future travel planning. London must look to technology being developed, and capture its benefits for transport users. There also remains a significant need for traditional maps and forms of information for those without access to technology to ensure that London remains a city in which everyone can travel with confidence.

Accessible Information

Much of the information we require for travelling is now available online or via apps and mobile devices. However, it is essential that traditional forms of information are still available to those who cannot use mainstream apps. Accessible information – whether it is posters, leaflets, displays and announcements at stations is still essential.

The London-wide bus map is now only produced by an enthusiast. It is of great disadvantage to bus passengers that TfL, as one of the world's largest bus operators, does not produce its own map either in paper form or on their website. TfL's four quadrant maps covering London are their last remaining large scale maps but they date from 2016. There is a 'key routes in central London' map on TfL's website but it is not completely geographically accurate and shows only 22 routes. There are also spider maps covering key locations but they are being removed from TfL's website when they become out of date. This gives us cause for concern. We are not convinced these actions will provide for the multiple users of London's public transport network, particularly those that cannot or will not use online services or those who are infrequent visitors. We wish to see the reintroduction of a paper bus map for all TfL services.

London TravelWatch helped to develop Legible London, the on-street wayfinding sign comprising a planner map and a finder map, with walking

circles to place the user in the context of their surroundings. We have advocated that Legible London be rolled out as a single system across London, with priority locations of transport interchanges and town centres. This has stalled, however. Firstly, the pan-London rollout became optional for boroughs – they had to choose to introduce the scheme. This is disappointing because many are not doing this, with different priorities taking precedence. Secondly, TfL have allowed the scheme to be downgraded from a high quality map based system with an occasional reinforcing fingerpost to one with far too many multi-fingerposts. This is disappointing as consistency, quality and quantity of information have been lost. A map based system delivers far more information.

Priority:

Accurate and relevant information should be fully accessible – online and offline, and before and during a journey. This includes the reintroduction of a bus map

Digital and instant communication

Timely, accurate and useful information is important to keep passenger travel running safely and smoothly. It gives transport users some sense of being in control and having less stressful journeys.

Transport operators need to ensure that the instant communication tools they provide are supplied with up-to-date information to ensure that transport users always have the latest news, especially when unplanned disruption will force them to alter their journeys at short notice.

However, whilst the promotion of these forms of communication is great for those who are able to use these channels, it must not be to the detriment of transport users, such as older users or those not able to use hand-held technology, who are more dependent on traditional forms of communication. A good compromise is the use of digital posters – screens which can display live information and updates – and rainbow screens. These provide accurate and up to date information without excluding those who cannot use mainstream apps or journey planners for information.

Priority:

Promote use of instant communication such as Twitter and live webchats, which provide greater support and up-to-date communication between customers and transport providers

Passengers expect technology containing live and instant information from London's transport operators and third party providers to be of a high quality, reliable and timely

Improve information across all channels

Today the majority of transport users make journeys which rely on mobile applications or websites to aid them with a variety of travelling concerns, including but not limited to:

- maps of the transport network or local areas;
- timetables for train, bus and tram services;
- alerts or warnings about unexpected or planned disruptions;
- journey and route planning;
- mobile ticketing; and
- sometimes integration of payment options or information about pricing and discounts.

These advances have brought a wealth of information right into the pockets of much of the travelling public. National Rail Enquiries handle an average of 2.5 million journey planning enquiries every week day through their contact centre, mobile, apps, website and information services supplied to third parties. TfL have an open data policy, and actively encourage third party providers to develop apps and services for London Transport users, with 42% of Londoners using apps powered by TfL data⁴¹.

Whilst we welcome the innovation and broad benefits that comes to transport users as a result of the extensive range of apps available, the reliance on digital channels and platforms can

also be a risk to transport users. We have encountered a number of issues with lack of consistency across channels, with different apps on occasion showing different information, and some failing to update information – for example cancellations or disruptions to services incorrectly being shown as still running. It is at these times that they prove to be a hindrance rather than an aid to the travelling public, and therefore efforts to ensure consistent and accurate information is presented is key.

Developers of such apps and websites which provide travelling information should be encouraged to incorporate a range of information which is of importance to consumers – including updates about disruption, changes to services and information about compensation - and design products which are accessible to as many users as possible.

Traditional forms of communication will continue to be essential to users and we do not suggest that digital channels can replace announcements, posters and paper maps. However with the use of apps and websites now so prevalent, it is important to ensure they best serve consumers with the information they need.

Priority 1:

Guarantee that all apps, webpages and printed sources of information provide consistent and up-to-date information about services and facilities

Priority 2:

Support the growth of transport apps and online services which meet passenger needs

Clarity during disruption

Consistency is required amongst providers in terms of how information is provided to transport users during times of disruption to services – both unexpected and planned. With the advent of digital technology, we also expect there will be more cross industry working to provide better information and alternatives during times of disruption to the networks via apps, the internet and traditional forms of communication via announcements, posters and boards.

London TravelWatch works with TfL and the rail industry to ensure that communication during – and before in cases of planned works – is clear and sufficient enough for passengers to plan accordingly. The mayor should aim to encourage industry to adopt better practices when it comes to unplanned disruption, and put pressure on those delivering services to ensure clarity and justification for changes.

Priority:

Give clear and specific communication in times of service disruption – no jargon, with clear reasons and explanations



Principle 6: Joined Up and Accountable

Passengers expect that the industry will work together when things go wrong to get them to their destination as quickly and smoothly as possible.

As the majority of passengers will only interact with transport staff at times of service problems, it is critical that operators work together to provide seamless support.

The success of London Overground and TfL Rail has shown that devolving London's rail services to TfL works. The Mayor should continue to press for further rail devolution. The fares differential between TfL and train companies for similar distances also highlights the need for change.

London's transport is delivered by a multitude of operators and providers, with complex relationships and blurred lines of accountability. We want transport users across the network to feel that they can trust in the system, know it will stand up and take responsibility when things go wrong.

Devolution

TfL's London Overground network has been one of the great success stories of recent years. TfL Rail has significantly improved the operation of the services they took over. Rail passengers across London should be able to enjoy the same level of service. Devolution of control for London's metro rail systems would be of great benefit for London. Performance, customer satisfaction, long term planning and integration with other systems would all improve.

London TravelWatch takes the view that TfL are the competent body to deliver rail in the Greater London region⁴². Local accountability and local management is preferred, as it has proven to provide a better service to London.

The existing centralised model for delivery in which the DfT runs the franchising process can be improved and TfL would be better placed to deliver rail services in London. The London Overground model of concession/franchise letting has proved to be a very effective means of raising the standard of rail operation in London, which we believe should be emulated in future devolution of rail powers to London.

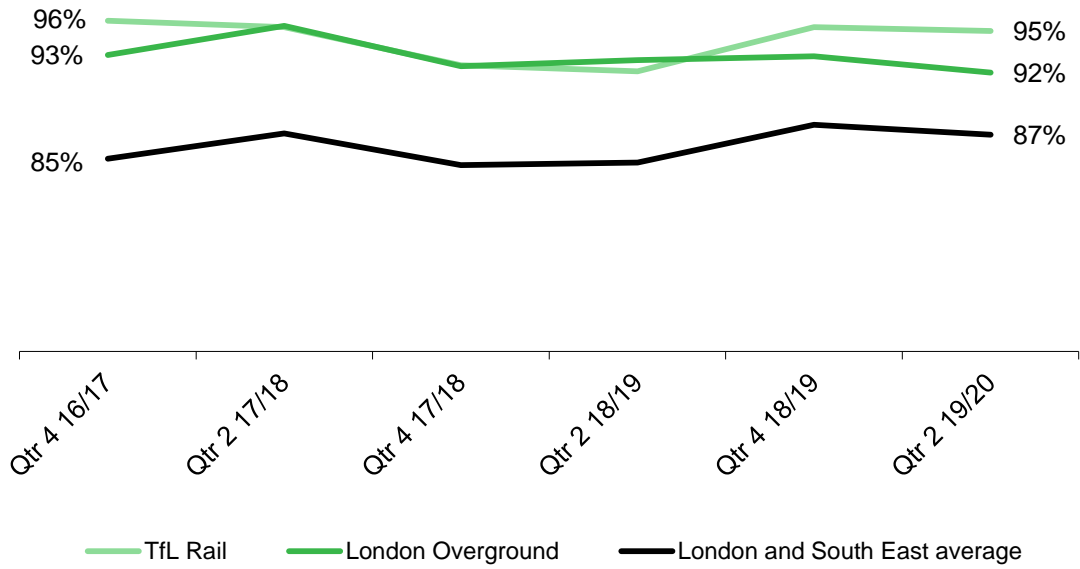
Passenger satisfaction and passenger numbers have risen significantly since 2007 on the routes covered by this concession, which previously was regarded as a very poor operation. This difference in outcome for passengers is attributable to the

different incentives and contracting arrangements that the devolved London Overground concession uses, rather than conventional franchise arrangements. It does this by ensuring that the concessionaire concentrates on and is incentivised to focus on the delivery and development of services, with the setting of issues such as fares policy and forward policy being dealt with by TfL centrally. The commercial risks associated with ticket and other revenue is also borne by TfL rather than the operator. Our full [response to the Williams Rail Review](#) Call for Evidence can be found on our website, which outlines our recommendations on devolution in full.⁴³

Priority:

Continue to push for the devolution of rail services to the Mayor and TfL

All trains Public Performance Measure (PPM) *
 January 2017 - September 2019: comparison between London
 Overground, TfL Rail and London and south east average



Source: Network Rail⁴⁴

One team approach

There are several areas where London TravelWatch is working with the industry to improve information and manage disruption. The London Travel Demand Forum is a cross industry forum convened by TfL that came about from our lobbying to get the industry to work together as it had in the London Olympic Games. During the Olympics the industry had successfully adopted a 'One Team Travel' approach with the rail industry and TfL working side by side to:

- i) jointly manage transport across London's transport networks;
- ii) advise customers where transport systems would be very busy and give them alternatives; and
- iii) suggest what passengers might do in time of disruption.

This body is now working well on points i) and ii) with good joint working between Network Rail and TfL. Most, but not all TOCs participate regularly. Network Rail has also co-located some of their operational control teams alongside of TfL in a single control room.

At London Bridge and Victoria stations, operators and Network Rail work together to provide a better customer experience. Staff also wear one standardised uniform so that both teams are available to assist passengers. However, there is still work to be done at times of disruption and we continue to advocate that the One Team approach should extend to cover the co-ordination of real-time

information. This would mean that, for example, passengers could be informed about major disruption at a station and redirected to alternative routes before they get to the station or even before they set out.

The joint working between train operating companies and station managers in the management of the rail industry will be essential going forward. Without the effective introduction of contracted working partnerships, London's busiest routes and interchanges will suffer heavily in the coming years. London TravelWatch recommends an integrated and cohesive rail industry that works together rather than as separate entities. A more accountable and collaborative rail industry is essential, and will help build trust and confidence in rail, providing a more integrated and seamless journey experience for passengers.

A great example of the benefit of establishing such partnerships is the recent Victoria station partnership, which was set up to establish a more integrated service there. Prior to the change, the station staff at Victoria were divided into three – workers from Network Rail and the employees of train operators: Southern and Southeastern. Now, staff are aligned in a single team - 'Team Victoria'. This change has enabled closer communication, the alignment of goals and setting of common objectives, all of which is improving the experience of passengers at the station. One Team has proved successful for passengers, with satisfaction scores at London

Victoria rising by 6.4% to 78.3% in the year to autumn 2018⁴⁵.

This demonstrates the benefits of closer working relationships and effective partnerships between different actors within the rail industry to deliver a seamless, integrated and positive service to London passengers.

Priority:

Roll out the successful 'One Team' approach to all major transport interchanges, providing one accountable face for transport users

Integrated network

Those who use London transport tend to be making multi-modal journeys, using multiple services and therefore require an integrated, logical and consistent journey experience. Rail passengers should not notice the transition from TfL's 'turn up and go' policy to National Rail's pre-booked passenger assist scheme for those who require additional help.

All staff and operators should have good channels of communication with other modes and services, especially at interchanges. All transport providers must take responsibility for all of their journeys to ensure transport users benefit from a seamless experience.

Service delivery requires a clarifying of roles and accountabilities. Each actor involved in delivering transport services must have clear parameters of responsibility and clear parameters for their relationships with other actors.

London TravelWatch research has shown that the fragmented and confusing industry structure often feeds back to the passengers, who often have little understanding of the various divided roles and responsibilities of different industry bodies. One accountable face is needed, but this unified front must go deeper than merely presenting a unified façade to the public.

Priority 1:

The many multi-modal journeys must be planned for and embedded in working culture and practice

Priority 2:

Provide a seamless service to those requiring assistance at stations and interchanges, taking responsibility for all journeys

Representation

Transport users need to know that they have a voice and representation. All transport operators should be clear about how passengers can give comments, feedback and complaints. Operators should have representative panels or forums which allow easy input from a wide range of transport users. They should also ensure that details of these panels and forums are easily visible on websites, at stations and on board services.

TfL's consultation hub should be clearly signposted on their website. There should also be clear information on street where this is applicable e.g. the 2018 proposed changes to bus services in central London were signposted on a small bus stop panel but without any details beyond the route numbers affected. There needs

to be a renewed commitment to engaging with transport users across the transport industry. In 2018 we supported the London Assembly Transport Committee's call for greater communication and engagement with London passengers, to improve understanding and the relationship between passengers and the rail industry⁴⁶. We think this should go further and improve representation across all transport modes.

Priority:

Consumers should be easily able to have their say on how transport services are provided

Checklist for the Mayor and other key stakeholders

We are calling on the Mayor and other key stakeholders involved with delivering the transport network in London to commit to these priorities. Each year we will review progress made, and will continue to push for those priorities and objectives which have not yet been achieved.

When making decisions about transport and working towards improvements, we ask that the Mayor other key stakeholders use this checklist to guide their work:

Guiding principle	Priorities and objectives	Have you committed to these areas?
Accessible and Equal	<ul style="list-style-type: none"> • Accessible transport infrastructure • Inclusive environment • Improved connectivity • Streets for all 	
Value for Money	<ul style="list-style-type: none"> • Delay repay • Transparent fares structure • Affordable bus service • Flexible tickets • Smart ticketing 	
Safe and Healthy	<ul style="list-style-type: none"> • Feeling safe • Safe travel area • Road safety • Bus safety • Air quality and sustainability 	
Invest and Innovate	<ul style="list-style-type: none"> • Interchange matters • Access to Airports • Infrastructure investment • Supporting London's growth • Prioritising the bus network • Innovative solutions 	
Inform and Communicate	<ul style="list-style-type: none"> • Accessible information • Digital and instant communication • Improved information • Clarity during disruption 	
Joined Up and Accountable	<ul style="list-style-type: none"> • Rail devolution • One Team approach • Integrated network • Consumer representation 	

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³⁹ Mayor's Transport Strategy: Supporting Evidence Outcomes Summary Report (2017) https://consultations.tfl.gov.uk/policy/9b28c200/user_uploads/mts-outcomes-summary-report---full-report-final.pdf

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