

# London **TravelWatch**



*The voice of London transport users*

## ***Introduction to London TravelWatch***

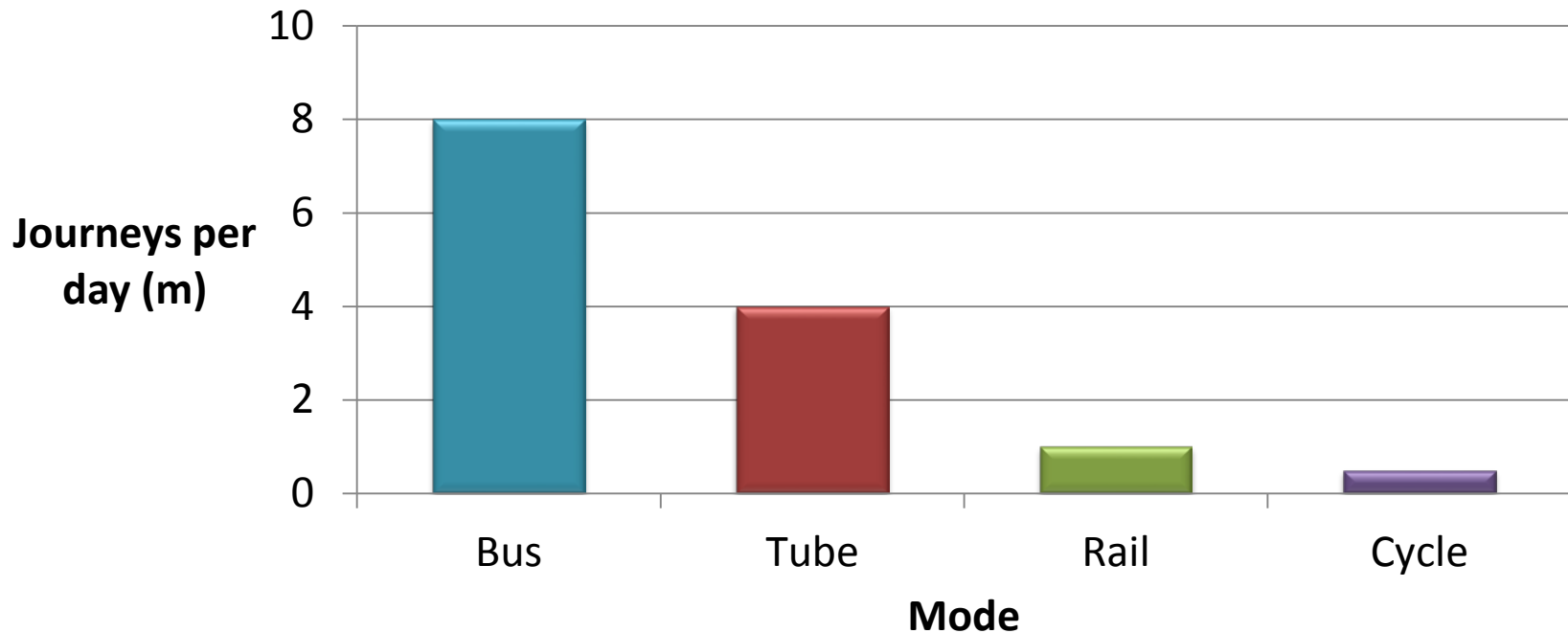
***Janet Cooke, Chief Executive***

10 January 2017

# What is London TravelWatch?

- London Transport Users Committee (*LTUC*) *60+ years*
- Non-political, independent consumer ‘body corporate’ set up by statute. 1999 GLA Act most recent substantive but several amendments (*e.g. Railway Act 2005, Localism Act 2011*)
- London Assembly fund and appoint Chair and Board
- **Multi-modal & comprehensive remit** - London railway area and all TfL modes: Appeals, research, consultee, monitoring
- Particular expertise in transport interchanges/integrated ticketing – rail in London is highly integrated
- Bottom-up approach, observation backed up with research
- Budget £1.035m cf £1.6m 2010

# We represent



13m people making 3.5bn journeys per annum:

- **All** TfL services and National Rail in the London Railway area
- Train: 1m journeys daily (70% of national total)
- Underground: 4m journeys daily
- Bus: 8m journeys daily (over 50% of national total)

# The *London Railway Area*



*(Crossrail Elizabeth Line only – Reading to Shenfield)*

# Our remit

- Issues raised by or on behalf of transport users
- Statutory appeals body for casework
- Statutory consultee in changes to transport infrastructure or services
- Statutory role in railway closures
- Statutory role to look into anything which “*..appears to it that it is a matter it ought to investigate*” - research
- No formal powers, only influence, but operators and providers are required to engage with us and **most** (generally) do

# The London user experience

- **Commuting times are longer** than elsewhere in the country
- **Passengers pay more proportionately** of the cost of their journey compared to other regions. This makes **value for money** even more important
- Rail commuters are a **captive market**
- London rail passengers are the **least satisfied**
- Unlike the rest of the UK, **most journeys are multi modal** – so ease of interchange is much more important
- The transport system is used more intensely than elsewhere and **crowding is the norm** – even on pavements
- London has the largest **smart ticketing** system in the UK

## Vision :

That London TravelWatch is the champion of the travelling public in London, successfully influencing decision making about travel in our area

## Values:

London TravelWatch aims to be:

**Independent** – we will not bow to outside pressure

**Authoritative**– we will have an evidence base for all we do

**Open** – we will share information and accept new ideas

**Collaborative** – we will work with stakeholders

**Inclusive** – we will represent all transport users in our area

# Our strategic objectives

- London has a transport system that is well-integrated and accessible to all, with convenient interchanges, easy-to-use ticketing and good customer service
- That all decisions about transport in London take account of transport users' needs and priorities
- That the travelling public are well-informed by service providers, they get high quality and timely information about services available, fares and ticketing and any disruption to their journeys
- To support and advocate initiatives which make best use of scarce capacity on the network and promote infrastructure changes that will help to do this
- To be an efficient and responsive organisation



# Our way of working

- Chair and 6 Board members give strategic oversight
- Strong consumer focus
- Emphasis on influence rather than profile
- Work demonstrably **evidence based**
- Being **independent**, and seen to be so, is critical
- Paying for our own travel and using public transport daily keeps us **connected with those we represent**
- Robust and analytical approach to casework
- Practical, pragmatic and outcome focused approach
- Mainly secondary research, some primary to fill gaps
- Work prioritisation criteria
- Funded by and accountable to the London Assembly via their Transport Committee

# Transport Committee role re London TravelWatch

- Appoints Chair and Board
- Sets objectives for Chair
- May give guidance, exceptionally directions
- Funds London TravelWatch
- Involved in recruitment of CEO
- Approves annual business plan
- Requires twice yearly performance reports
- Memorandum of Understanding sets out relationship
- Nominates London rep. on Transport Focus board

# Challenges past and present

- Scale of change
- Funding – public sector generally
- London Assembly Review 2010, threat of abolition
- Funding, Board and staffing reductions
  - Budget £1.6m to £1.035
  - Board 12+Chair to 6+Chair
  - Staff 22.8 fte (CEO+3Ds) to 14 fte (CEO+1D)
  - Office moves 2012, 2014, 2018?
- Rebuilding capacity/corporate knowledge
- Increasing volumes of work because:
  - Changes of government / Mayoralty
  - Operator cut backs
  - Technology makes it 'easier' to complain
  - Rising passenger numbers and pressures on services

# How we've changed since 2010

- Strategic oversight, smaller Board
- Stronger consumer focus
- Emphasis on influence rather than profile
- Work more demonstrably evidence based
- Stronger work prioritisation criteria
- Closer working with Transport Committee:
  - More relationship building
  - Better sharing of work planning at an earlier stage
  - Contributing to scrutiny scoping/content
  - Keen to exploit further opportunities

# Our Board



**Stephen Locke**  
Chair



**John Stewart**  
Deputy Chair; Chair of Policy  
Committee



**Richard Dilks**



**Glyn Kyle**



**Jackie Ballard**



**Alan Benson**



**Abdi Osman**

*New board members joining in January 2017*

# Board governance structure

Meeting Type	Number of meetings per annum	Public/Private
Board Meeting	6	Public (private session as needed)
Policy Committee	4	Public (private session as needed)
Governance Committee	4	Private
Chairs Group	4	Private
Informal Policy Briefings	4	Private
Chair-CEO 1:1	12	Private

# Work planning cycle

- Majority of what we do is reactive – incoming casework, responding to statutory consultations / fares announcements / Mayor’s Transport Strategy / DfT’s franchising programme / planned service disruption through engineering works, etc
- However, can predict when key events likely to happen and plan our work around these
- Annual business planning process is key:
  - September: agree business plan and budget bid for following financial year with Transport Committee
  - February / March: detailed work plan setting out how will deliver key objectives – more detailed than business plan
  - Board monitor progress quarterly
  - Twice yearly reports to Transport Committee on performance
- Board monitors performance quarterly at Governance Committee

# How we organise the work

- Casework team (4.4 fte)
- Policy and Investigation team (3.8 fte)
- Communications (1)
- Board / business planning / compliance (1)
- Corporate support – inc finance and HR (3)
- Chief Executive (0.8)

*London Pensions Fund Authority (now known as Local Pension Partnership) provide us with accountancy support on a shared services arrangement.*



# Casework 2015/16

- **Volume**
  - 7,630 written and telephone enquiries and 856 appeals
  - Noticeable increase in incoming work but fewer actual appeals
  - Compared to previous years, fewer TfL appeals but more initials
  - 16,000 public contacts re ticket office closure consultations (NR and LUL)
- **Type**
  - Majority of cases concerned service performance including delays and early departure, penalty fares, lack of available information at point of travel and operators' complaints handling
- **Approach**
  - Analysis of cases to decide how best / whether, to take cases forward
  - Close working between Policy and Casework teams adds value
  - Immediate aim to give good service to individual appellants but ultimate aim to improve areas of detriment for all passengers

# Policy and Investigation

## Approach

- Analysis of problem areas for passengers
- Liaison with TOCs/DfT/TfL/Boroughs at regular meetings –ad hoc for urgent issues
- Close work with the casework team
- Use a very broad evidence base
- All research on published on website (most printed as well)

## Key work in 2016

- Promoting good practice at interchanges / surface access to London's airports
- Review of impact on passengers of LUL ticket office closures for Mayor
- User input into new DfT franchises/TfL concessions
- Performance monitoring – TfL and National Rail – naming and shaming
- Promoting accessibility – station rebuilds, bus stops, decluttering pavements
- Promoting bus priority measures / giving users a voice
- Lobbying for rail passengers –simpler fare structures, 15 delay compensation, devolution to TfL

# Conclusions

- Small organisation with very wide remit – great value for money
- Undergone huge change in recent years – impact on staff but still delivered
- Would be nice to focus primarily on user rather than organisational issues but budget cuts, rent increases and impending new work may make this unlikely
- Lots changing re transport and for users, exciting time
- Real opportunity to improve quality of life for Londoners, because overall aim is . . . .

## Overall aim to achieve ...



*A better experience for the travelling public in London*