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**Secretariat memorandum**

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LTW406

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Report on transport user event in Tooting

**1 Purpose of report**

- 1.1 To report on the passenger engagement event (transport user 'surgery') held in Tooting and to report the findings of the travel surveys given out on the day.

**2 Recommendation**

- 2.1 That the report be received for information.

**3 Information**

- 3.1 As part of its stakeholder work, London TravelWatch held an event on 10 March 2012 to engage with transport users in Tooting following successful events in Stratford, Croydon and Romford. This gave London TravelWatch a chance to speak to people 'on the ground' and hear from people who don't often get a chance to engage with us directly. It was decided to hold a surgery in Tooting to engage with residents on several key local issues such as the upgrade of the Northern Line and transport to St Georges Hospital and Springfield Hospital. Tooting is a busy shopping destination at the weekend and the idea of holding the event on a Saturday was that people would be in less of a rush on a Saturday and would have more time to stop and talk. In addition, it would reach working people who might not be able to attend an event held on a weekday.
- 3.2 The Transport Surgery took place between 10am and 2pm. Staff were based inside Tooting Broadway Underground station and outside the entrance to Tooting College and the Sainsbury's supermarket, which was adjacent to two busy bus stops. Staff were also on hand to talk to passersby outside the station.
- 3.3 Tooting was very busy throughout the time that London TravelWatch was there and the good weather on the day might well have helped. We spoke to several hundred people and they were generally positive about transport in their area, although a few issues such as the perceived high cost of public transport and poor disabled access did crop up on a number of occasions.
- 3.4 We handed out promotional bags and pens, 'How to Complain' leaflets, copies of our transport users' priorities document and a questionnaire which people could either fill in on the day or take away and post back. Members of the Casework Team were on hand to take complaints on the day.

- 3.5 On the day, we gave out travel surveys, with a prize draw incentive for returning it. The prize was an Oyster card with £50 on it. We had a relatively good rate of return, and the findings can be found in the attached report.

#### **4 Next Steps**

- 4.1 London TravelWatch intends to do more transport users' surgeries, in places yet to be decided. Our decision will be based on London TravelWatch's strategic priorities – bus, outer London, social deprivation and interchanges – and specific events, such as a major train or tube line closure. We will also ensure that areas are chosen to cover as wide a range of demographics and transport modes as possible.
- 4.2 We will also consider the format and timing of such events in order to reach a varying audience of users.

#### **5 Equalities and inclusion implications**

- 5.1 Public transport is used by a significant number of people who are on lower incomes, older people, people with disabilities and by minority ethnic and faith communities. Therefore any measures which would significantly benefit public transport are likely to benefit these disadvantaged groups of people.

#### **6 Legal powers**

- 6.1 Section 248 of the Greater London Authority Act 1999 places upon London TravelWatch (as the London Transport Users Committee) a duty to consider – and where it appears to the Committee to be desirable, to make recommendations with respect to - any matter affecting the functions of the Greater London Authority or Transport for London which relate to transport (other than of freight).

#### **7 Financial implications**

- 7.1 There is a cost implication for holding events, including staff and board time, travel and sustenance. There is also a cost implication for the design and print of the travel surveys.