

2020-2024: Transport Priorities for London Passengers

London TravelWatch is the voice of the travelling public. We are calling on the new mayor to adopt these principles and together we will work towards improving passenger journeys

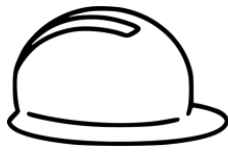


For more information about travel in London, and what London TravelWatch is doing to represent passengers, please see our supporting evidence report or visit our [website](#)

6 Principles for Improvement by 2024

Accessible and Equal	Value for Money	Safe and Healthy	Invest and Innovate	Inform and Communicate	Joined Up and Accountable
<p>London's transport network should be accessible and open to all.</p> <p>Accessibility is a key priority for London passengers. Currently only 70 out of 270 tube stations are accessible. It is essential that as much of the network as possible is step-free.</p> <p>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 ridership down. 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 connectivity to London's lower-income and outer areas.</p> <p>Equality in access to public transport goes hand in hand with accessibility. The design of the transport network must ensure that the needs of all its users are met including night-time workers and those who cannot afford expensive rail fares. This would provide an inclusive and welcoming environment across modes, to users and non-users.</p>	<p>Transport across all modes should represent good value for money.</p> <p>Public transport is expensive. Affordability is the most important priority for London's transport users. Repeatedly, London passengers are the least satisfied with the value for money of their rail ticket, compared to those in other metropolitan areas. This can be attributed to poor service performance, the higher level of rail fares paid by Londoners than those in other cities, as well as a higher dependency on public transport and greater levels of crowding. The fares differential between TfL and train companies for similar distances also highlights the need for change.</p> <p>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.</p> <p>It is essential that the Mayor continues to push the industry towards better standards and services, with a wider variety of flexible ticketing options available. Changing travel patterns and the rise of flexible working have left a travelling public in need of a simpler, more transparent and affordable ticketing structure.</p>	<p>Transport users in London should be safe and feel safe at all times.</p> <p>The issues around safety on public transport in London require constant attention to keep passengers safe. Pressure must also be put on transport providers to ensure operational safety on or around rail, bus or on the streets.</p> <p>Perceptions around safety, including crime and anti-social behavior, and an off-putting environment, can discourage the use of public transport or choice of active modes of transport. The safety risks facing more vulnerable groups, including those with hidden and invisible disabilities, the elderly, women, minority and LGBTQ+ groups must be addressed and accounted for. One part of this is that all of London's TfL and rail services should remain staffed from first to last trains.</p> <p>Attention to safety will be essential in the coming years, particularly if the current Mayoral Vision Zero policy is to be achieved.</p> <p>Improving the transport network is a key part of tackling poor air quality and creating a healthier environment in London. We support efforts to increase active travel and the use of more sustainable transport.</p>	<p>Transport users require investment and innovation to meet growing demand.</p> <p>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.</p> <p>Our research has shown passengers 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 transport strategy, including the Healthy Streets strategy and efforts to reduce carbon emissions.</p> <p>Major investment is required in the next Mayoral term to meet the growing demand on the network and tackle congestion and crowding. We are supportive of innovative solutions and policies which seek to improve the experience of London's transport users.</p>	<p>All transport users must have access to accurate and timely information across multiple platforms and at all points of their journey.</p> <p>The advent of technology in all areas of life continues at pace. Technology containing live and instant information from London's transport operators and third party providers has never been more popular with passengers, especially at times of service disruption. Passengers' expectation that this information is of a high quality, reliable and timely has never been greater and must remain a priority of technology providers.</p> <p>Passengers also need to be able to see accurate online information to help with future travel planning. London must look ahead to technology that is only just being developed, and capture its benefits for transport users.</p> <p>At the same time, those without access to technology should not be forgotten by transport providers. There remains a significant need for traditional maps and forms of information to ensure that London remains a city that is open for everyone.</p>	<p>Passengers expect that the industry will work together when things go wrong to get them to their destination as quickly and smoothly as possible.</p> <p>As the majority of passengers will only interact with transport staff when there are service problems, it is critical that transport operators work together to provide seamless support.</p> <p>The success of TfL's London Overground network and TfL Rail has shown that the devolution of London rail services to TfL works, enhancing the integration of the transport system. The Mayor should continue to press for further rail devolution.</p> <p>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, and know it will stand up and take responsibility when things go wrong.</p>

We are calling on the new Mayor to follow these principles and together we will work towards:



Accessible transport infrastructure

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.

Inclusive environment

A travelling environment which meets the needs of those with hidden and visible disabilities or conditions. Work with partners to understand and create a more inclusive environment which is sensitive to, and makes provision for, hidden disabilities. A 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.

Improved connectivity for all

All transport users should have access to public transport. Consider the needs of all passengers across geographic and demographic areas, whether long-distance commuters, leisure travellers, within or outside the GLA boundary, night-time or part-time workers.

Streets for all

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 - equally considered.

Compensation and redress

We want to see Delay Repay after 15 minutes as an industry standard for all Tube, Overground and rail services. Every passenger should also be able to know when and how they can claim compensation.

A transparent fares structure

Fares should be clear, consistent, simple and transparent, reflecting the multi-modal and integrated nature of London's transport network.

An affordable bus service

Bus travel must remain affordable and practical, including for longer distances and in outer London where public transport access is poorer.

Flexible ticketing

Flexible ticketing options, such as part-time season tickets, should be available to reflect changing travel patterns and working habits.

Smart ticketing

Passengers want to see ticketing which matches technological advancements and provides all the benefits of new digital ticketing - more efficient, flexible and integrated. This should bring more integrated ticketing across the network including extending Oyster/ Contactless outside London.

Uphold safety standards

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

Feeling safe and being safe

Transport users of all ages and demographics should feel safe and be safe at all times when on or around public transport.

Joint effort for safety

Work together across the transport industry to provide a safe environment, tackling crime and anti-social behaviour across the network, particularly at interchanges, bus stops and on the street.

A safe travel area

Improve the public realm, streets and pavements to create a travelling environment in which active modes are safe, accessible and achievable for all.

Road safety

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

Bus safety

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

Improve air quality and reach sustainability goals

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

Interchange matters

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

Access to airports

Improve public transport access to London's airports to help meet sustainable travel goals. This is particularly important ahead of the Heathrow expansion plans.

Infrastructure investment

Major investment in transport infrastructure is essential to meet London's growing demand and relieve congestion and overcrowding on the network. We continue to press for Crossrail 2 and the Bakerloo Line extension.

Support London's growth

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

Bus priority

The bus network must be prioritised to restore performance. Services must be planned with bus users in mind such as integrating the night bus network with the night tube and Overground services.

Innovative solutions

London's transport network requires innovative policies to solve big problems and improve users' journeys, such as demand-responsive bus vehicle trials and road user charging.

Accessible information

Accurate and relevant information should be fully accessible - online and offline, and before and during a journey. Good examples are the continued rollout of 'Legible' London, live alerts during journeys and the need for TfL bus maps.

Digital and instant communication

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.

Improve information across all channels

Guarantee that all apps, webpages and printed sources of information provide consistent and up-to-date information about services and facilities. Support the growth of transport apps and online services which meet passenger needs, ensuring technological advances benefit passengers and encourage greater transparency and access to information.

Clarity during disruption

Give clear and specific communication at times of service disruption - no jargon, with clear reasons and explanations. Transport providers to communicate the problem and keep passengers updated, working together effectively.

Devolution

Given the successful devolution of London Overground and TfL Rail the Mayor should continue to push for further devolution of rail services to the Mayor and TfL.

One Team approach

Roll out the successful 'One Team' approach to all major transport interchanges, providing one accountable face for transport users. The new London Rail Strategy should support this.

Integrated network

The many multi-modal journeys must be planned for and embedded in working culture and practice. Provide a seamless service to those requiring assistance at stations and interchanges, taking responsibility for all journeys. 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 journeys.

Representation

Consumers should be easily able to have their say in how their transport services are provided, with locally and democratically accountable services which reflect local needs.