

Objective(s)	Key Milestones	Target Date	Actual Date	Comments
<p><b>Casework – Target 0:</b> To improve Casework performance. Lead Officer: Director Public Liaison</p>				
<p>1. To complete ongoing work re. Casework Review</p> <p>2. To improve performance against all targets agreed with Transport Committee</p>	<p>1. Report to Consumer Affairs Committee (CAC)</p> <p>2. New software procured</p> <p>3. New software operational</p> <p>4. Report on phase 3 of review to CAC</p> <p>1. Continue implementing recommendations agreed in Casework Review</p> <p>2. Agree and begin implementing consistent team and individual performance management arrangements</p> <p>3. Use new software options to further assist individual case management and management reporting</p>	<p>April 09</p> <p>July 09</p> <p>Oct 09</p> <p><del>Nov 09</del> Jan 10</p> <p>Ongoing</p> <p>Aug 09</p> <p>Nov 09</p>	<p>April 09</p> <p>July 09</p> <p>Oct 09</p> <p></p> <p></p> <p>Aug 09</p>	<p>Complete</p> <p>Complete</p> <p>Complete</p> <p></p> <p>Acknowledging new cases within 5 working days seen as headline indicator by CAC. Performance: 90% 31.3.09 97% 30.6.09</p>
<p><b>Target 1</b> – To increase the level of complainant satisfaction with the way London TravelWatch has handled appeals from a mean score of 79 to a mean score of 81, and the speed with which we deal with them from a mean score of 72 to mean score of 73. Lead Officer: Director Public Liaison</p>				
<p>Target now to maintain satisfaction levels at 81 and 73 or above, throughout 2009-10.</p>	<p>1. Six monthly performance figures</p> <p>2. Year end performance figures</p>	<p><del>Nov 09</del></p> <p>May 10</p>		<p>Targets exceeded at beginning of year</p>

Objective(s)	Key Milestones	Target Date	Actual Date	Comments
<b>Target 2</b> – To build a profile of complainants to London TravelWatch and develop a strategy to broaden awareness of our work amongst sections of the community who are under-represented in our casework. Lead Officer: Director Public Liaison				
1. Build profile of complainants to London TravelWatch and operators.	<ol style="list-style-type: none"> <li>Analyse complaints data from 08/09</li> <li>Obtain data from London Buses; other TfL modes; key TOCs</li> <li>Analyse data and compare with population and travel data</li> <li>Report to Access to Transport Committee</li> </ol>	<del>Aug 09–Nov 09</del> <del>Sept 09–Dec 09</del> <del>Oct 09</del> Dec 09 <del>Dec 09</del> Jan 10		Work delayed by competing priorities. Target to complete work by Dec 09 and report early in 2010.
2. Develop a strategy to broaden awareness of London TravelWatch amongst target sections of under-represented communities.	<ol style="list-style-type: none"> <li>Strategy agreed</li> <li>Strategy implemented</li> <li>Monitor &amp; evaluate effectiveness of strategy</li> </ol>	Feb 10 May 10 Sept 10		Continuing into 2010/11
<b>Target 3</b> – To work with the transport operators to get those that currently do not do so, to provide responses for London TravelWatch on user complaints to agreed timescales. Lead Officer: Director, Public Liaison				
1. Identify operators with poor response record;	1. Monitor complaints handling by operator	Ongoing		
2. Raise issues with operators as appropriate;	<ol style="list-style-type: none"> <li>Very poor response times in Q4 raised with Southern at senior level</li> <li>Meeting with London Buses to discuss ongoing delays and agree action to improve turnaround times</li> </ol>	April 09  July 09	April 09  July 09	Clear explanation given on causal factors and measures to address these. Arrangements made to communicate these and apologise to customers.  Officer meeting June 09. Report and further discussion with CAC July 09.

Progress as at: 14.10.09

Objective(s)	Key Milestones	Target Date	Actual Date	Comments
3. Where not satisfied that adequate steps are taken to improve response times, make referral to the appropriate regulatory body.	3. Meetings with TfL/PCO to promote improved arrangements for publicising taxi complaints process.	Dec 09		Regular Chair and officer meetings with TfL on this and related taxi issues.
<b>Target 4</b> – To complete at least 4 audits (or follow-up audits) of service providers' complaints handling procedures. Lead Officer: Director, Public Liaison				
1. Audit 1 (with Passenger Focus)	1. Audit carried out 2. PF write up the report 3. Report to CAC	June 09 <del>Nov 09</del> Dec 09	June 09	Complete  New target date Dec 09
2. Follow-up audit of London Buses	1. Agree parameters of audit with TfL 2. Audit carried out 3. Write up report 4. Report to CAC	<del>Oct 09</del> Dec 09 Feb 10		Dependent on negotiations with TfL.
3. Follow-up audit of South West Trains (with Passenger Focus)	1. Planning meeting to be held with Passenger Focus 2. Audit carried out 3. Write up follow-up report 4. Report to CAC	Aug 09 Aug 09 <del>Sept 09</del> –Nov 09 Dec 09	Aug 09 Aug 09	Complete
4. LOROL	1. Operator agreement to audit 2. Audit planning 3. Audit carried out 4. Write up report	Oct 09 Nov 09 Dec 09 Jan 09 Mar 10	Sept 09	Complete

Progress as at: 14.10.09

	5. Report to CAC			
Objective(s)	Key Milestones	Target Date	Actual Date	Comments
<b>Stakeholder liaison and communications</b>				
<b>Target 5</b> – To establish member level links with 100% of London Boroughs and make at least one contact with all county councils which border London. Lead Officer: Communications Officer				
	1. Update existing details of arrangements for member and officer contact with London boroughs	Aug 09	Aug 09	
	2. Initial proposal for more strategic approach discussed informally with Board	Mar 09	Mar 09	
	3. Member level meeting with London Councils to discuss best approach to joint working	June 09	June 09	
	4. Report to Executive Group	July 09	Sept 09	
	5. Discuss with Board	Oct 09		
<b>Target 6</b> – To arrange two local passenger consultation exercises in 2009-10. Lead Officer: Communications Officer				
Event 1 – Croydon Transport Users Surgery	1. Agree purpose of event 2. Project plan developed 3. Event confirmed 4. Event held 5. Post-event evaluation	June 09 Aug 09 Sept 09 Nov 09 Jan 10	July 09 Aug 09 Sept 09 17.11.09	Planning well underway.
Event 2 – To be confirmed.	1. Agree purpose of event 2. Project plan developed 3. Event confirmed 4. Event held 5. Post-event evaluation	Sept 09 Oct 09 Dec 09 Feb 10 Mar 10		Original proposal rejected Sept 09

Objective(s)	Key Milestones	Target Date	Actual Date	Comments
<b>Target 7</b> – To achieve a 5% growth in the number of unique visitors to our web site during 2009-10. Lead Officer: Communications Officer				
To increase the number of unique visitors to website from an average of 7559 per month in 2008/09 to an average of 7936 per month in 2009/10	<ol style="list-style-type: none"> <li>1. Upgrade website</li> <li>2. Monthly usage statistics circulated to Board</li> <li>3. Agree format for re-design forum/survey builder                             <ul style="list-style-type: none"> <li>- Implement redesign</li> </ul> </li> <li>4. Updated Communications strategy to increase visits</li> </ol>	June 09		Basic proposals agreed, and order placed April 09
		Ongoing		
		Sept 09		Delayed pending discussion of updated communications strategy. However average visits year to date 7970.
		Oct 09		
<b>Target 8</b> – To achieve a 5% increase in the number of people signed up to receive our e- newsletter during 2009-10. Lead Officer: Communications Officer.				
To increase the number of subscribers to our stakeholder newsletter from 1275 to 1338 by 31.3.10	<ol style="list-style-type: none"> <li>1. Updated Communications strategy to increase distribution</li> <li>2. Seek feedback from subscribers re. content / format</li> <li>3. Implement</li> </ol>	Sept 09		Delayed pending discussion of updated communications strategy, however, average visits already meeting target (1356 year to date).
		Oct 09		

Objective(s)	Key Milestones	Target Date	Actual Date	Comments
<b>Equalities</b>				
<b>Target 9</b> - To continue to develop our work in this area, using what opportunities we can to make travel and transport in and around London more accessible. Lead Officer: Director, Research and Development.				
1. Equalities Training	1. Arrange training for staff and Board members recruited since 2007	Nov 09		Arrangements in hand, to be held 26.11.09.
2. Faith Communities	1. Produce Board report on research into travel needs of faith communities in the Stamford Hill / Golders Green area	May 09	May 09	Complete
	2. Consult with representatives of these communities on findings to date	May 09	May 09	Complete
	3. Promote findings to TfL as agreed with Board	June 09	June 09	Complete
	4. Evaluation of impact	Ongoing		
	5. Agree focus, if any, of next tranches of research	Aug 09		New target date – TBC
3. Faith Communities (2)				The lack of a Sunday service on route 607 is a great concern to the Sikh and Hindu communities of Ealing and Southall. LTW has been promoting the need for this for approximately 5 years and TfL have finally agreed to provide such a service.

Objective(s)	Key Milestones	Target Date	Actual Date	Comments
4. Access to Healthcare	<ol style="list-style-type: none"> <li>1. Work of Task Force absorbed into work of Access to Transport Committee</li> <li>2. Produce report on good practice</li> <li>3. Publicise good practice report</li> <li>4. Letters to be sent to 10 hospitals and related PCT quantifying identified issues</li> <li>5. Maintain watching brief on progress</li> <li>6. Investigate ways of continuing LTW input to major NHS reconfigurations on a cost recovery basis</li> </ol>	<p>May 09</p> <p>July 09</p> <p>July 09</p> <p>Aug 09</p> <p>Ongoing</p> <p>Dec 09</p>	<p>May 09</p> <p>July 09</p>	<p>New target date Jan 10</p> <p>New target date Nov 09</p>
5. Bus Stop Accessibility	<ol style="list-style-type: none"> <li>1. Presentation to Access to Transport Committee, to raise awareness of issues</li> <li>2. Have regard to bus stop accessibility when responding to local consultations</li> <li>3. Liaise with Casework Team to identify related issues of concern to passengers</li> <li>4. Report to Access to Transport Committee on how DDA is being applied across London re. bus accessibility</li> </ol>	<p>May 09</p> <p>Ongoing</p> <p>Ongoing</p> <p>Mar 10</p>	<p>May 09</p>	<p>Visit since made to see new accessible bus stop design.</p>
6. Interchange improvements	<ol style="list-style-type: none"> <li>1. Take all opportunities to promote interchange improvements</li> <li>2. Document activity during 2009</li> <li>3. Report to Access to Transport Committee proposing focus of activity during 2010-11</li> </ol>	<p>Ongoing</p> <p>Dec 09</p> <p>Feb 10</p>		<p>New Mayor's Transport Strategy places greater emphasis on this work and improving smaller inner London interchanges.</p>

*Progress as at: 14.10.09*

Objective(s)	Key Milestones	Target Date	Actual Date	Comments
<b>Research and Development</b>				
<b>Target 10</b> – To respond in a timely way to all requests from Committees of the London Assembly for assistance with their scrutinies and from the House of Commons Transport Select Committee for submissions to its inquiries. Lead Officer: Director, Research & Development				
1. Request to assist with scrutinies	<p>1. London Assembly Budget Committee Investigation into the Mayor's fare decision - Request received 13.5.09; written evidence submitted 16.6.09, attendance at committee Chair of Fares &amp; Ticketing Committee &amp; Director R&amp;D 18.6.09.</p> <p>2. London Assembly Transport Committee Scrutiny of Overcrowding on the Underground - Request received 22.6.09; evidence submitted 6.7.09, attendance at committee Chair of LTW &amp; Director, R&amp;D, 8.7.09.</p> <p>3. London Assembly Transport Committee Review examining congestion in Oxford/Regent and Bond Street - Request received 5.10.09, attendance at committee Chair or LTW &amp; Streets &amp; Surface Policy Officer 15.10.09.</p> <p>4. Information on cycle parking submitted as background information to GLA Scrutiny Officers for possible future scrutiny.</p> <p>5. House of Commons Transport Select Committee – Priorities for Rail investment</p> <p>6. House of Commons Transport Select Committee – PPP update</p>	<p>June 10</p> <p>1.10.09</p> <p>5.10.09</p>	<p>1.10.09</p> <p>5.10.09</p>	<p>Targets met</p> <p>Targets met - Officers of LTW also met with GLA Scrutiny Officers in June to assist with their scoping work.</p> <p>Target met</p> <p>Target met</p> <p>Target met</p> <p>Target met</p>
Objective(s)	Key Milestones	Target	Actual	Comments

Progress as at: 14.10.09



		Date	Date	
2. Monitor requests made/responses to statutory consultations				Database established to monitor statutory consultation activity – More than 40 responses since May 09
<p><b>Target 11</b> – To identify and complete at least two projects for the benefit of transport users and travellers in the London TravelWatch area. Lead Officer: Director Research and Development.</p>				
1. Complete ongoing work from 08/09	1. Cycling - publish and distribute report  2. Crossing the Border – publish and distribute report  3. Bus Dead Mileage research - report to Board - Publish and distribute research  4. Travel Needs of Faith Communities - initial report to Board - Further work plan to be developed in light of Board decision  5. Travel Patterns Across London – - scoping for research - commission research - report to Board	May 09  May 09  May 09 Oct 09  May 09  Feb 09 Mar 09 June 09	May 09  May 09    May 09    June 09	Complete  Complete  See also Target 9 - 2.1  Complete  Complete
<b>Objective(s)</b>	<b>Key Milestones</b>	<b>Target</b>	<b>Actual</b>	<b>Comments</b>

		Date	Date	
2. 09/10 Research programme	1. South London Line usage –	May 09	May 09	PF agreed to contribute to costs.
	- Identify research needs	June 09	June 09	
	- Commission research	July 09	July 09	
	- Research published	Aug 09	Sept 09	
	2. Tube upgrade –			
- Alternative approaches to programming upgrade works to Piccadilly Line	Aug 09	Aug 09	Research to Transport Committee and LTW Board in Sept 09.	
3. First class travel –		July 09		} Alternative approach to research being explored through adding questions to the IPSOS-MORI on-line passenger panel.
- Research scoped		Aug 09		
- Tenders requested		TBC		
- Research commissioned				
- Report to Board / report published				
4. Ticket Vending Machines (TVMs)		Mar 10		
5. Passenger priorities for improvement – Buses		Dec 09		LTW investigating paying for additional London questions to be added to Passenger Focus national survey.

Objective(s)	Key Milestones	Target Date	Actual Date	Comments
<b>Financial Management</b>				
<b>Target 12</b> – To submit monthly financial reports to officers of the GLA and six monthly accounts to the Transport Committee. Lead officers: Director, Finance and Personnel/Chief Executive.				
To submit financial and performance reports to officers and members of the GLA at agreed intervals	<ol style="list-style-type: none"> <li>1. Monthly financial reports submitted to officers of GLA</li> <li>2. Six monthly performance report and accounts submitted to Transport Committee - <ul style="list-style-type: none"> <li>• draft report to Executive Group</li> <li>• report to Transport Committee</li> <li>• draft report to Executive Group</li> <li>• report to Transport Committee</li> </ul> </li> </ol>	<p>By end of month following reporting period</p> <p>June 09 July 09 Dec 09 Jan 10</p>	<p>June 09 July 09</p>	<p>Reports of first 6 periods submitted on time.</p>
<b>Risk Assessment and Business Continuity</b>				
<b>Target 13</b> - To lead the development and implementation of a knowledge management strategy for London TravelWatch. Lead Officer: Director Finance and Personnel				
To lead the development of Knowledge Management Strategy	<ol style="list-style-type: none"> <li>1. Establish project group</li> <li>2. Define purpose and scope of strategy</li> <li>3. Identify relevant work already in hand or completed</li> <li>4. Develop plans to deliver new projects</li> <li>5. Put in place arrangements for regular review and updating of strategy</li> </ol>	<p>Aug 09</p> <p>Sept 09</p> <p>Sept 09</p> <p>Oct 09</p> <p>Feb 10</p>		<p>Progress on this item has slipped due to competing work priorities, although a variety of work is already in hand that will contribute to this objective. Project group to be convened in Nov 09.</p>