

London TravelWatch Passengers' Charter

London TravelWatch considers that all transport users are entitled to:

Services which run frequently and reliably, at all reasonable times of the day and the week

London is a 24-hour city and needs an extensive and reliable public transport network. The bus network should be comprehensive and with frequent services. To maintain a reliable service, buses must be given the priority they need to run reliable services on London's busy roads.

Each station in the London area should, as far as practicably possible, be provided with regular turn-up-and-go services.

Networks should provide good access to all areas, have adequate capacity, and offer easy and convenient interchange between different types of transport

Transport users are entitled to civilised conditions. Longer and more frequent trains, more spacious stations and new services are needed to relieve the pressure on Underground and rail users. Buses should run as often as is needed to meet passenger demand in reasonable comfort.

As London has an integrated transport network, operators must work together to make interchanges more user-friendly and better suited to passenger needs.

Vehicles should be accessible, comfortable, clean, as safe as possible, quiet, identifiable, and suitable for passengers travelling with luggage, shopping or children

Buses and trains must be fit for purpose. That means that they need adequate space for luggage, adequate heating in the winter and adequate ventilation in summer.

Staff should be helpful, informed, alert and committed to offering high quality customer service

Staff need to be properly trained and well-informed to provide good customer service and information to passengers.

Journeys should be safe and free from crime and the fear of crime

Success in reducing crime on the transport network must be matched by continuing efforts to reduce the fear of crime and anti-social conduct. This requires adequate staffing further improvements to the design and lighting of stations and stops and the use of technology such as installing help points and CCTV.

Information should be understandable, relevant, up-to-date, accurate and available in suitable formats before and during travel

Reliable and accurate information is vital to make the best use of our transport network. Therefore, we expect transport providers to provide journey planners and timetables to

enable users to plan journeys in advance and to provide good customer information systems and announcements to keep them informed while they travel.

Transport providers must inform passengers of changes to their services due to diversions or engineering works in plenty of time to ensure that alternative arrangements can be made.

Fares should be affordable, represent good value for money, and structured in ways which encourage frequent use

Passengers when asked consistently state that they do not believe that they get good value for money. This is often because fares vary between peak and off-peak times, and because passengers find it difficult to get the cheapest fare for their journey.

Fare evasion is theft and is unfair both to transport providers and to fare-paying passengers. Therefore we support the efforts of transport providers to minimise fare evasion through better revenue protection enforcement such as gating stations.

Nevertheless, we recognise that penalty fares can be a blunt instrument and can lead to passengers who make genuine errors paying much higher fares and administrative charges. We consider that it is important that passengers are given accurate information about how they can use their ticket and are made aware of their right to appeal. Where an appeal is ongoing, we also believe that administrative charges should not be added to the appeal.

Tickets should be easy to use, easy to understand, flexible and integrated between different operators and modes of transport

London is an integrated transport network and therefore for most transport users, it is important that ticketing systems are user-friendly and flexible. This is why we have been consistent and staunch supporters of through ticketing, Travelcards and the full introduction of Oyster pay as you go but have not supported complicated Oyster Extension Permits.

The introduction of smartcard ticketing and ticket machines, online ticketing and Oyster Ticket Stops has significantly increased the number of ways to purchase a ticket and reduced the need to queue at stations. However, we will continue to campaign for all train companies to retail Oyster products and ensure that ticket offices remain open and staffed appropriately to meet the needs of users.

Stations and stops should be well designed, properly maintained, fully accessible and offer a decent waiting environment

Stations should not have to negotiate large gaps between the train and the platform, and larger stations should be provided with facilities such as toilets and retail outlets. Bus stops must be accessible to ensure that buses can get directly to the kerb to allow easy boarding and alighting and, where possible, covered waiting facilities should be provided.

Streets should be clean, properly signed, uncongested and properly maintained so they can be used confidently and jointly by motorists, pedestrians and cyclists

Highway authorities have a duty to ensure that roads and streets are well maintained and that parking controls, bus and cycle lanes are enforced consistently to ensure that traffic keeps on the move.

Transport providers should communicate well with their users, be approachable, be receptive to suggestions, take complaints seriously and have proper mechanisms for redress when things go wrong

When things go wrong, it is important that transport providers do their best to put them right. This means that their staff need to be properly trained and have access to sufficient information to resolve problems at the time.

After the event, complaints must be properly investigated and concerns properly addressed. Where services are delayed or cancelled, transport providers need to provide appropriate levels of redress promptly and efficiently.

London TravelWatch believes that making suggestions or complaints should be easy, and that transport users should be able to make their complaints at no cost to themselves.

The obligations on the passenger

To make journeys more comfortable and a better experience for their fellow transport users, passengers need to ensure:

- They have the correct ticket and any appropriate passes or railcards, and to be able to produce them on demand
- Treat transport provider staff and other passengers with respect – not to shout, swear or be violent
- Give up their seats and make space to those less able or using a wheelchair
- Not litter or damage stops, stations or vehicles
- Not to interfere with the operation of vehicles
- Follow the rules on alcohol, eating and security

The role of London TravelWatch

London TravelWatch is the official watchdog organisation representing the interests of transport users in and around the capital. We speak for the travelling public in discussions with opinion formers and decision makers and meet with all parts of the transport industry regularly about services and plans which affect the travelling public.

We examine all complaints brought to us by people who are unhappy with responses they have received from service providers, and seek redress on their behalf where appropriate. We also monitor developments and the quality of transport services to ensure that transport users get the service they deserve.