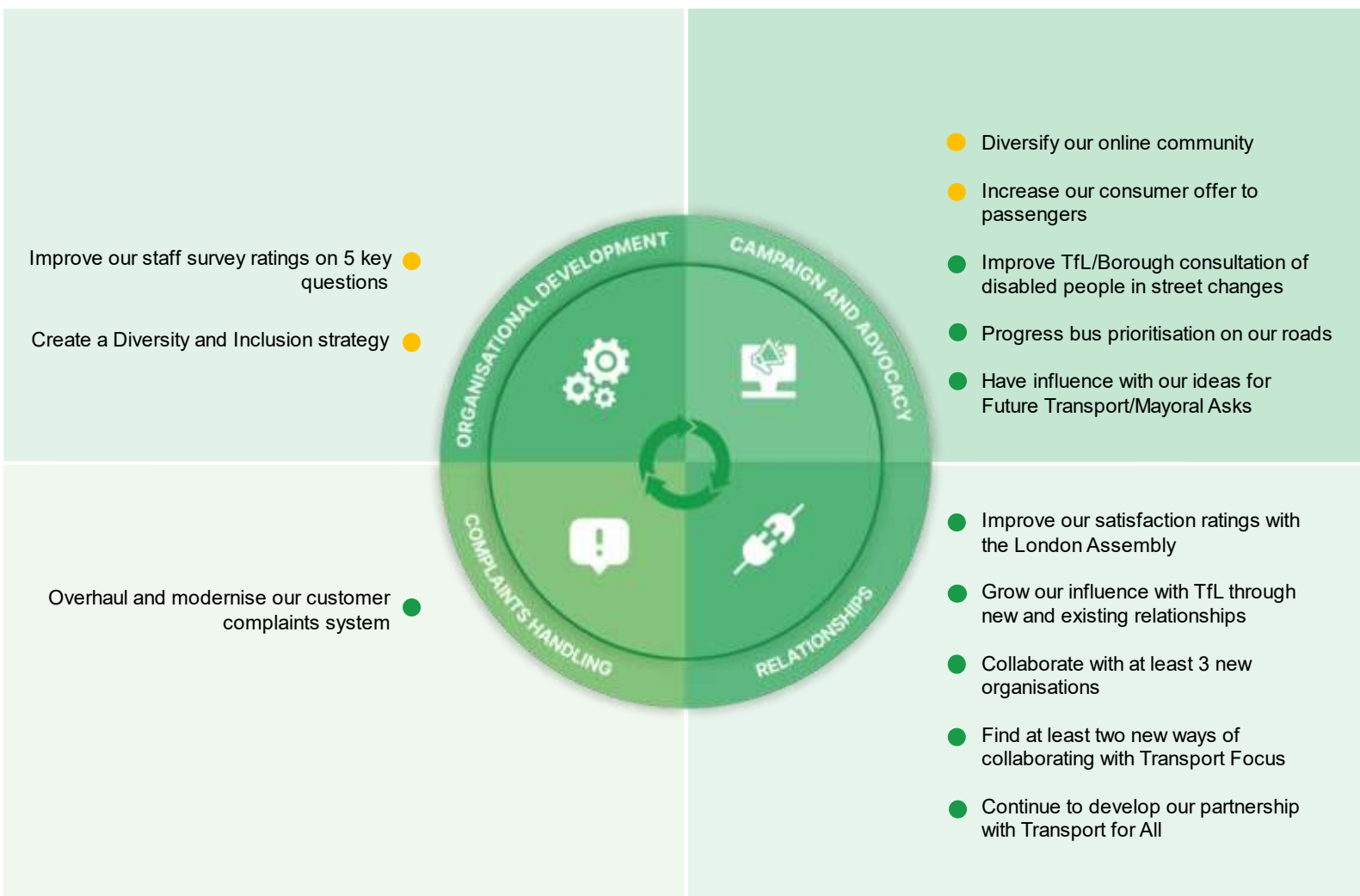


**Director's report**

Author: Emma Gibson, Director

Agenda item: 6  
LTW665  
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● Not started or going badly    ● Underway or ongoing    ● Completed or going well

## 1 Review of Objectives

### Campaigns and Advocacy

We launched our new **Bus Alliance** on 15<sup>th</sup> September with photocalls at City Hall and Westminster. We were particularly pleased that so many members of the London Assembly Transport Committee joined us at the City Hall photocall and a video of the event can be found [here](#).

We are really pleased to see that TfL's Bus Action Plan, which will launch in November, has a strong focus on improving bus journey times. And we're also pleased that TfL are including bus travel and bus priority measures as part of their Healthy Streets programme.

We're currently planning a webinar with the Bus Alliance on the theme of bus priority.

On 19<sup>th</sup> October we launched our new Alliance to [Protect London's Public Transport](#) with a [letter to the Chancellor](#), a drop in event in Parliament and a 2-minute [video](#) with key workers and disabled Londoners talking about their reliance on London's public transport. The event in parliament was sponsored by Stephen Hammond MP, Marsha de Cordova MP and Sarah Olney MP, with MP's visiting us from all three main parties.

On our **Personal Security** project we've entered the influencing stage of the work, meeting with TfL's policing team, the Rail Industry and the British Transport and Metropolitan Police, to discuss our recommendations. The BTP and Met Police said that they were impressed by our research, and were receptive to our recommendations, which they hadn't considered before.

We are now analysing the results of the public survey, filled in by over 1,000 people, and will see if our recommendations need updating. We were pleased to see the Leader of the Liberal Democrats Ed Davey tweeting about our research.

We were pleased to be asked to give evidence at a London Assembly Transport Committee investigation into **Rail Reform**, alongside Keith Williams and Amit Choudhury from Network Rail, and to be invited to take part in a London Assembly Transport Committee session with Rail User groups. We submitted a response to the South Western Railway consultation on timetable changes for December 2022. And we've recently written to the DfT, outlining a list of small cuts and changes that train companies are making by stealth

which are making passengers' lives difficult, like withdrawing printed pocket timetables and posters at stations, erratic and reduced ticket office opening hours and a lack of staff. We have asked for a meeting to discuss the changes.

We've continued to highlight the **Boxing Day fiasco** where both TfL and Network Rail will be carrying out engineering works which will stop all trains and Tubes to Heathrow Airport, gaining coverage of the story in the Daily Telegraph.

Because of our pressure, information about the limited access to Heathrow is now on the National Rail Enquiries and TfL websites, with both websites mentioning the lack of access on each other's services. We've been invited to a set of joint meetings with TfL and the Rail Industry to plan customer communications and mitigations for the period of disruption.

The plan to diversify our online community through the personal security survey was not successful. But we've now employed a temporary digital campaigner who is working on a new strategy to recruit more younger people, women and ethnic minority Londoners to our community.

In terms of the consultation of disabled people on changes to our streets, we were pleased to hear at October's TfL Healthy Streets Advisory Group that TfL and the Boroughs have improved their consultation processes to make them more accessible. And that there is a commitment to conduct Equality Impact Assessments before a scheme is implemented. We'll be watching, with Transport for All, to make sure that these EQIA's are meaningful and thorough.

### **Organisational Development**

Our annual staff survey has been conducted but the results were not available in time for this Board meeting. The Diversity and Inclusion strategy will be finalised once the results of the staff survey have been analysed.

### **Complaints Handling**

I'm pleased to say that our Senior Caseworker Margaret Croucher has achieved a City and Guilds accreditation in Consumer Law and Complaints Handling, which is already improving the quality of our work. The casework team were also successful in persuading the trainline.com to make it clear on their website that the railcards they sell are only digital. Our Head of

Casework was also successful in spotting a discrepancy between the Penalty Fares Legislation and the National Rail Conditions of Travel, about where penalty fares information is displayed. This discrepancy has now been corrected by the Rail Delivery Group.

## **Relationships**

Our collaborative way of working with TfL on the issue of Bus Priority is bearing fruit and we are going to attend a strategic meeting with TfL's new Head of Buses to see where we can work together to make progress in this area.

Our recent satisfaction survey with London Assembly members and their staff showed that 100% of respondents are either satisfied or extremely satisfied with the work of London TravelWatch, which is an improvement on last year's survey.

## **Other updates**

- We've conducted a sustainability audit to make sure that we are doing everything that we can do for the climate.
- After commenting on TfL's 2020 proposals for bus changes in South Newham, which included withdrawing two double decker bus services from a common section of route, leaving just one single decker route, TfL have now confirmed that they will not withdraw one of the two services. We had stated that a significant number of passengers on the two routes would have to change buses to complete their journey, which would make it inconvenient and add time and unreliability to their journeys.

## **2 Finance Update**

Expenditure is roughly as forecast and there are no significant finance issues to flag at this meeting.

## **3 Conclusion and recommendations**

The Board is asked to note the report.