

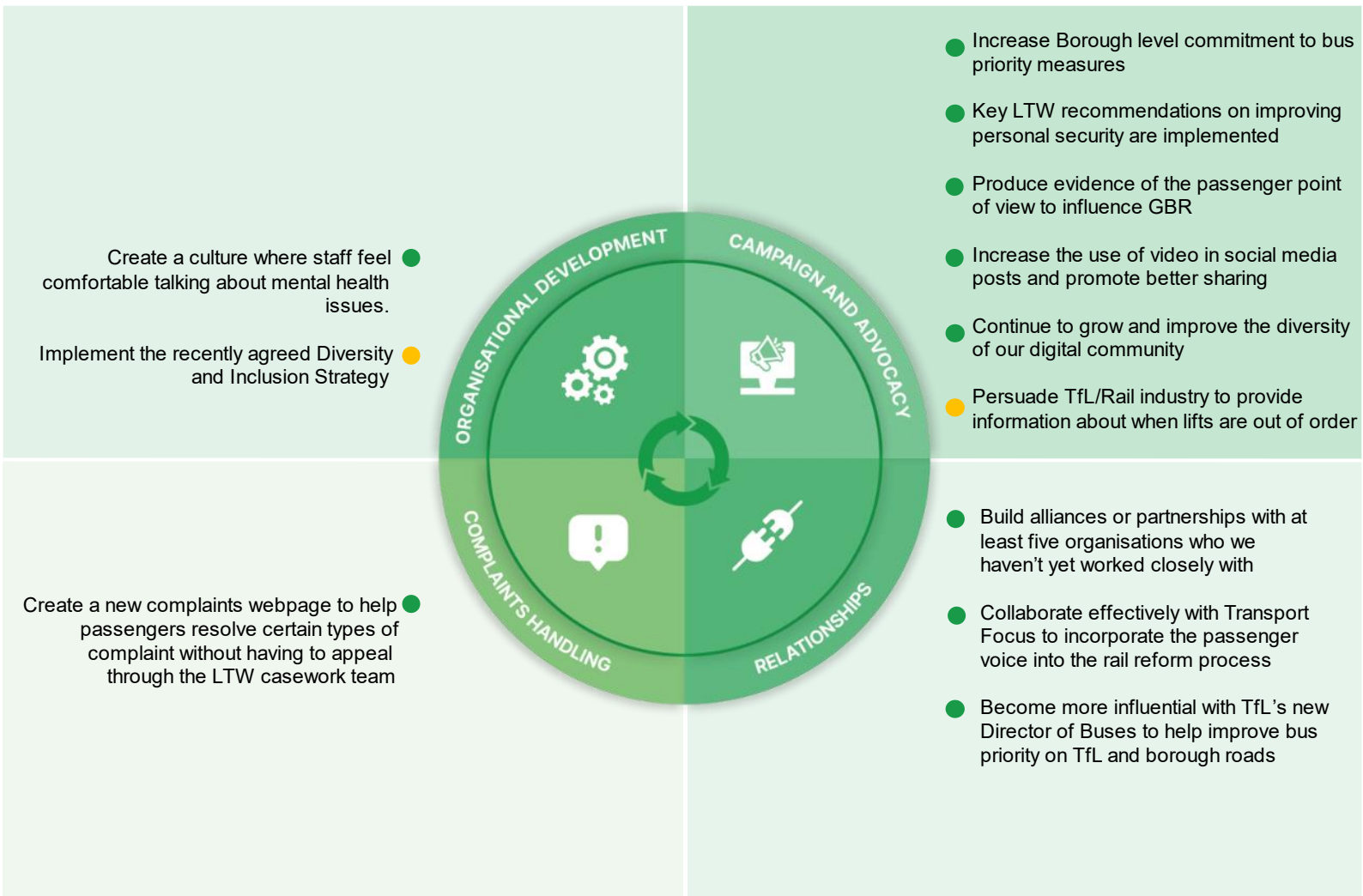
Chief Executive's report

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Agenda item: 7

LTW686

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● Going as well as it can ● Cause for concern ● Not started

1 Review of Objectives

Campaigns and Advocacy

Increase Borough level commitment to bus priority measures

Scoping for the next phase of our bus campaign is underway, and when the new Head of Campaigns and Advocacy starts in July, we'll do a full campaign planning process to work out how to increase borough-level commitment to bus priority measures.

The current TfL proposals to cut the bus network by 4% are creating local campaigns around specific bus routes, that councillors and MPs are involved in. We're mapping where there is interest in the bus so that we can use that intelligence to work out which councils to prioritise engaging with in the next phase of our work.

On 5 July, the Healthy Streets Scorecard Coalition (HSSC) will publish their annual Scorecard showing what action London's boroughs have taken to promote active and sustainable travel. Alongside the Scorecard, there will be some information about borough's actions on bus priority, which we have been helping HSSC compile since last year. We expect that bus priority will be included as its own metric in the 2023 scorecard.

After the launch of the Scorecard, we will be speaking with the HSSC to help us identify the best boroughs to focus on in the next phase of our bus campaign.

We gave evidence at the London Assembly Transport Committee investigation into the bus. And Emma also spoke at a webinar organised by Intelligent Transport magazine into 'Bus to the Future: Imagining public transport in 2030 and beyond.'

We are still getting good engagement at our Bus Alliance meetings. And TfL have spoken at two of our Bus Alliance meetings since the last report to the Board.

On the TfL Bus Action Plan we were pleased to hear that a target for improving bus journey times will be included in TfL's annual business plan every year. This target is a direct result of our successful campaigning to date.

Key LTW recommendations on improving personal security are implemented by police, transport authorities or transport operators

We were pleased to receive a letter from Andy Lord at TfL detailing how TfL plan to respond to each of the recommendations in our report 'Personal Security on London's Transport Network'. We will be raising the issue of how the behaviour of bus drivers can better support passengers when we meet with Andy in July.

We're waiting for the new British Transport Police app to come out on July 4th, to see if they have incorporated our feedback into the final design. In our research 70% of people said they would be likely to report something that made them feel unsafe on transport via an app. And the development of reporting apps is one of the recommendations in our report.

Planning for the next phase of the personal security project will begin soon.

Produce evidence which shows the passenger point of view in relation to changes to transport services, including the proposed reforms to the railways

We attended a stakeholder day in May with the GBR transition team, to talk about how passengers can be better served by the new railway set up. The event was also attended by a number of train companies. We looked at the positive aspects of the way the railway runs today along with aspects that could be improved and what a better future should look like with a focus on joining up information; making services more accessible; ensuring fares are easier for passengers to understand; and delay repay compensation is consistent across the network. We were able to use our recent rail research to advocate for passengers in those conversations.

The rail industry has engaged with our research but we have indications that some of our findings might not fit with their future plans, specifically our finding that in times of disruption, passengers rely heavily on getting information at stations rather than via apps. We had a good response to our rail research on social media and it was mentioned in an article in the Economist.

We are currently preparing to conduct consultations on up to 300 station ticket offices in the London area which may be subject to closure or changes to their opening hours. However, the timing keeps changing and there is no sign of them starting in late June, which was the suggestion given to us by the DfT in our latest catch up with them on this.

Continue to grow and improve the diversity of our digital community so that it is made up of 40% women; 7% 18-25s; and 20% ethnic minority Londoners by the end of the period

We recently sent out a survey to our digital community which we will use to inform the priorities in our next business plan. We also sent the survey to a number of groups that represent young people like Partnership for Young London and The Young Women's Trust, who have shared it with their networks. This work, and our efforts to promote the survey on social media with university student unions was designed to help us gain insights from a more representative cross section of Londoners and improve our engagement with younger people.

Increase the use of video in social media posts and build relationships with organisations who can share our posts, to increase our reach

We have continued to experiment with short videos on social media, using a short animation to promote our business plan survey on Twitter, Instagram and Facebook. So far, the video has been watched by over 1,600 people. Our social media posts have been shared widely by organisations such as London First and Age UK.

Persuade TfL and the rail industry to complete their project to provide information to passengers about when lifts and escalators are out of order

Unfortunately, this project is still progressing slowly, despite the RDG's launch date being September 2021. Emma is continuing to try and work out what the blockages are.

Organisational Development

Implement the recently agreed Diversity and Inclusion Strategy

As part of our strategy to become an anti-racist organisation our Head of Casework led a workshop looking at our use of language. We're also looking for an external partner to review our policies to check for any unconscious bias or discrimination.

Create a culture where staff feel comfortable talking about mental health issues.

We shared content about the recent Mental Health Week internally and signposted people to resources. Luke wrote a blog about his experiences which really inspired people to share their own experiences in a special staff meeting we held on mental health. In this period we've also been accredited with the Mayor's Healthy Workplace Award.

Complaints Handling

Create a new complaints webpage to help passengers resolve certain types of complaint without having to appeal through the LTW casework team

We decided that the quotes we received from developers to design new web pages did not represent good value for money. So we're investigating a different way of making the information about 'how to complain' more useful on our website.

Relationships

Build alliances or partnerships with at least five organisations who we haven't yet worked closely with

We continue to work with our existing contacts like Age UK London; Transport for All; Healthy Streets Scorecard Coalition and Sustrans. And we're also putting our survey out through organisations we haven't worked with much before like NUS and Partnership for Young London.

Collaborate effectively with Transport Focus to incorporate the passenger voice into the rail reform process

We continue to work closely with Transport Focus on the GBR reforms. We attended the GBR transition team stakeholder day together and the next one is in September.

Become more influential with TfL's new Director of Buses to help improve bus priority on TfL and borough roads

When we start planning the next phase of the bus campaign we'll be back in touch with TfL's Director of Buses to work out what our respective organisations can do to improve borough-level engagement on bus priority measures.

Other updates

- Our joint webinar with Centre for London on e-scooters was well attended and surfaced many of the issues around making e-scooters safer for everyone. The event was attended by parliamentarians; assembly members; e-scooter campaigners, disabled people's organisations and safety campaigners. Subsequently London TravelWatch were asked to take part in some research by UCL into whether e-scooters were improving or degrading transport inclusion.
- After lobbying from us, the RDG agreed to make their advertising about the availability of paper timetables more prominent.
- We're currently spending a lot of time looking into TfL's consultation on changes to bus routes in London. There is a lot of data to analyse because 78 routes are affected. We've also been monitoring how well TfL have been publicising the consultation, including the provision of materials which meet the needs of disabled people.

2 Finance Update

Income and expenditure are on track at this time. London TravelWatch staff have benefitted from a cost of living pay rise, paid for by the GLA, backdated to April 1st.

3 Conclusion and recommendations

The Board is asked to note the report.