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## Campaigns & Advocacy Report

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### **Ticket office consultations**

Consultations on proposals to close ticket offices across England formally launched on 5 July, receiving significant media coverage. London TravelWatch will be facilitating a 21-day public consultation, ending on 26 July. This will be followed by a 5-week period when we'll be analysing public responses and details of the proposals, before providing our official response.

We've been working to increase awareness of how people can respond to the consultations, including putting information on how to participate [on our website](#), [posting on social media](#) and through [a short video](#) encouraging people to have their say. We've also been asking relevant stakeholders to share this information with their audiences.

In parallel we have been asking train companies to make sure their proposals are explained clearly to passengers and communicated as widely as possible. This includes through digital and non-digital channels, to make sure no one is excluded from the process. We'll be monitoring information being shared publicly and will provide feedback to improve these as needed.

### **Bus priority**

We attended TfL's event marking the first anniversary of their Bus Action Plan, with Michael chairing the panel sessions (full details in the Chief Executive's Report). This was also an opportunity for the Campaigns and Policy Team to directly engage with a range of borough representatives, creating new links with the boroughs. We have since followed up with several attendees in target boroughs, with meetings lined up to discuss how we can work together to improve bus priority in their area.

More widely we are continuing to advocate for better and increased bus services and defending them from potential cuts when needed. This includes continuing to submit responses to TfL bus consultations ahead of planned changes, including on proposed Superloop services. We're pleased to say that following one of these consultations TfL has decided against permanently re-routing the southbound 344 bus via London Bridge. As we raised in our response objecting to the change, this would have left no cross-river services at Southwark Bridge.

We also continue our work with the Bus Alliance, which was recognised at the Sheila McKechnie Foundation awards, with [London TravelWatch runner-up in the best consumer campaign category](#). Recent meetings discussed changes to bus services in the city, the Superloop, and TfL proposals to withdraw Day Travelcards.

### **Moving forward with personal security**

Following requests to transport operators for information on their personal security work, we have used the data shared to create our [personal security 'scorecard'](#). This measures their progress against our initial report recommendations. The process has facilitated continued engagement with stakeholders on the issue, including meeting with several operators such as TfL (though it should be noted a small number did not respond to our requests for information). These conversations have led to promising discussions around future plans to improve personal security measures for people travelling, though we will continue to monitor the issue.

We are in the final stages of preparing our report into how LGBT+ Londoners experience the transport network. This is based on research we commissioned Galop, the UK's LGBT+ anti-abuse charity, to conduct. This includes a quantitative survey with over 600 responses from LGBT+ people who travel in and around London, and qualitative research with transport stakeholders and those who work with and support the LGBT+ community. The Communications Team also recently attended Pride London to find out their views about personal security when travelling, which we'll be using to support our work.

### **A better deal for passengers**

Following Southeastern's December 2022 timetable changes, [we published an open letter](#) sharing the findings of our research into the impact of their December 2022 timetable changes on passengers. You can also view the topline of the [research on our website](#), which [featured on BBC News](#).

We have been conducting a review into transport provision in outer London following a request by the London Assembly Transport Committee. We're looking into travel demand and patterns, the different modes available where, and the impact of the pandemic on services. We'll be publishing this report as part of the Committee's inquiry into transport in outer London.

We submitted [our response to TfL's proposal to withdraw Day Travelcards](#), which we are opposed to. We are concerned the change would most negatively impact people who can least afford it - including older people, children, those who are digitally excluded or disadvantaged, and those who need to pay by cash – and fundamentally put up more barriers to travel. Our response received a positive response on social

media and local news. We also [featured in the Evening Standard](#)'s coverage of TfL's proposal to scrap one day travelcards.

We raised our concerns about the [Clapham Common Tube incident on 5 May](#) with TfL and have asked for them to share the results on their ongoing investigation. This was a worrying incident, especially for those involved, and we'll be pushing for them to implement any changes needed to prevent this happening in future.

### **Any other updates**

- We received a positive response from the Mayor to [our open letter](#) calling for action to tackle digital exclusion and disadvantage on London transport. We'll be following this up to make sure the issue remains on City Hall and TfL's agenda. We continue to raise awareness of the issue more widely, including giving a presentation to the Transport Economists Group. We also highlighted the problems with provisional plans to reduce information on TfL posters in favour of QR codes, which many people cannot use, resulting in them reviewing the proposals.
- We've been [monitoring dockless e-bikes on the street](#), which are often left in places that reduce accessibility of the streets more widely. We have since been contacted by Dott Bikes on the matter, and have met Lime (cycle hire) to discuss issues including bikes left on pavements and how this impacts Londoners. We'll continue to push them to improve conditions. We also welcomed plans by Westminster council to [tackle dockless cycles obstructing walkways](#), and met London Councils to discuss their work to try and improve regulation
- We've continued to engage with the Travel Demand Management Forum for London, including a review of Easter engineering works and the King's coronation, details of the closure of Kentish Town station, and blockades on parts of the North West London rail routes. Given the scale of upcoming closures we've been pushing for clear and timely communications to passengers, and more staff on the ground during the disruption to provide extra help.
- We attended a PACTS Rail Safety Working Party session discussing the priorities of the group, level crossing safety, and passenger safety, including Disabled access to stations and trains.
- We joined the TfL Healthy Streets Advisory Group meeting. Topics discussed include Healthy Streets investment delivery, TfL's new Cycling Action Plan, and an Active Travel marketing campaign.
- We regularly meet the Rail Delivery Group as part of our regular engagement with them on customer care. Topics include strike communications, improvements to their website, live lift information, and the selling of tickets at ticket offices and online.

- Network Rail invited us and Transport Focus to a session discussing their plans to improve Paddington Station. We'll continue to engage with them as they develop their designs to ensure customer experience and accessibility are at the heart of any changes.
- More widely, we're continuing to build and maintain relationships with key stakeholders across the industry, including meetings with Network Rail, Business LDN, TfL, Transport for All, London Councils, and attending activities as part of Better Transport Week.