

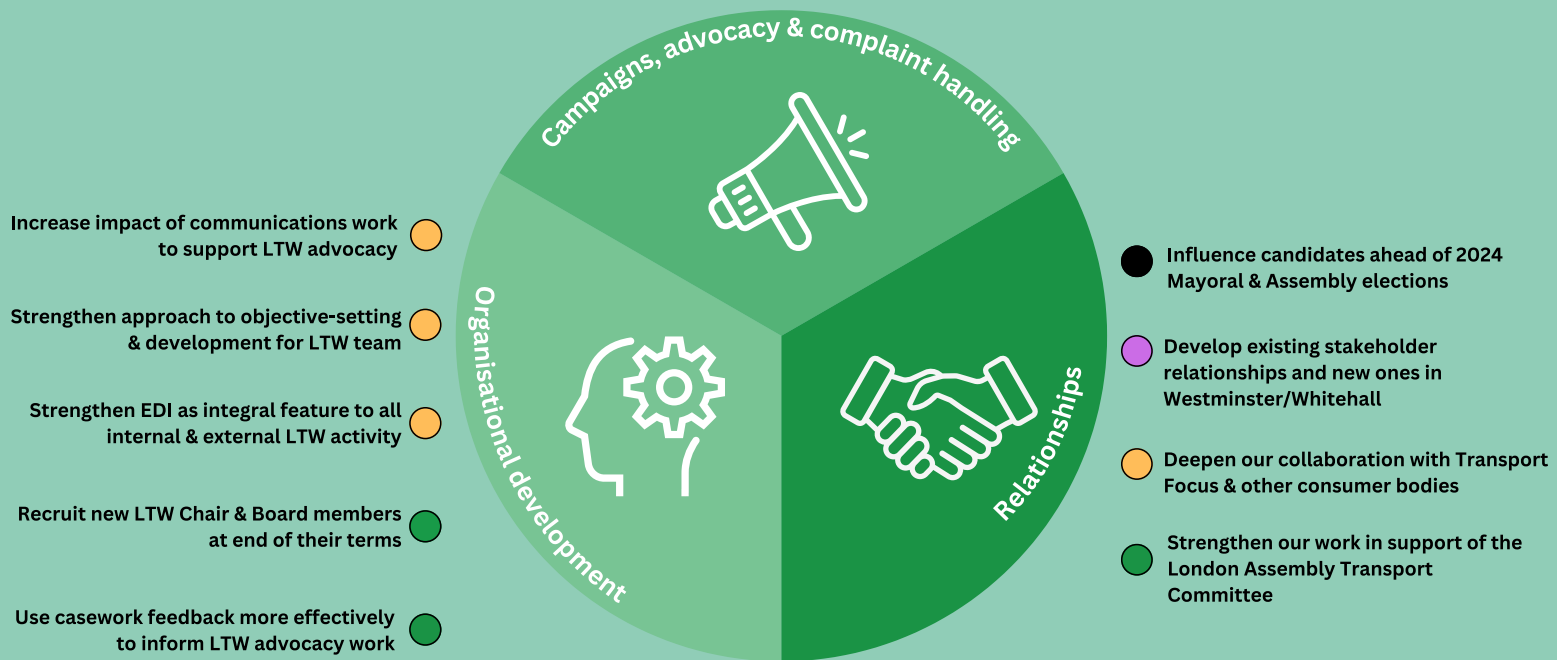
**Chief Executive's report**

Author: Michael Roberts, Chief Executive

Agenda item: LTW735

Drafted: 20 March 2024

- Promote greater borough level commitment to bus improvements
- Seek better deal on public transport fares & services
- Improve processes for handling complaints
- Call for better TfL roads' policies and measures
- Seek adoption of LTW recommendations on personal security & digital exclusion



- Completed or going well
- Underway or ongoing
- Not going well
- Not started
- No longer applicable

## 1 Overview

As we approach the end of the business year, there are changes to report on the status of two of the priorities captured in the above infographic, compared with my report to the last Board meeting in January:

- *Recruit new LTW Chair and Board members at the end of their terms* (from amber to green): formal approval by the Secretary of State for Transport of Tricia Hayes' appointment as Chair was confirmed in early February. Extensions to Karen McArthur and Laura Osborne's terms as Board members (to 31 August 2024) were approved in late January by the Assembly Transport Committee Chair: recruitment for 3 Board members is now well under way, with the aim of holding final panel interviews in mid-April
- *Influence candidates ahead of 2024 Mayoral and Assembly elections* (from green to black): we had previously reported on our progress in preparing a set of London TravelWatch priorities for use in engagement with candidates. Following the recent departure from our team of David Murdoch, who had led on this work, and having recently considered GLA advice regarding participation in events with candidates in the pre-election period (which has now begun), we have stopped this area of activity.

While the status of the other priorities is unchanged from the previous report, three are worth highlighting:

- *Promote greater borough level commitment to bus improvements* (amber): the status has reflected the delay resulting largely from the focus last year on our ticket office consultation work. However, as noted in the Campaigns Report for this Board meeting, progress is now being made with our bus passengers attitudes research and engagement with Councils, which will continue through into next year
- *Increase impact of communications work to support LTW advocacy* (amber): we have seen welcome increases in our external profile over the year. Now that we have a vacancy for the post of Head of Communications, the scope for further progress this year will be limited
- *Develop existing stakeholder relationships and new ones in Westminster/Whitehall* (purple): work on this priority was also affected by the focus on other areas, such as ticket office consultations, and will not

now be started this year. This areas is picked up in one of the priority areas for next year's business plan.

## **2 Relationships**

Since my last report, I have held my final full round of monthly meetings with the 4 group lead AMs on the Assembly's Transport Committee before the elections in May. The engagement has continued to be positive. Two of the AMs (Sian Berry and Caroline Pidgeon) are not standing for re-election.

I have also continued my extended series of induction meetings with the TfL senior team, delayed as a result of our focus on the ticket office consultations last year. I spent an informative morning with members of the Compliance, Policing, Operations and Security team, including a visit to Transport Support and Enforcement officers on one of the Waterloo gatelines. I am due to meet TfL's Customer Director and Chief Customer Officer this week and will report back at the Board meeting.

I attended a rail leadership conference convened by the Rail Minister and introduced by the Secretary of State. Attended predominantly by senior rail executives, it was billed as a positive review of current industry initiatives. Presentations of note covered issues such as the accessibility audit of all UK rail stations, tackling sexual harrassment, the work of the Network Rail/Southeastern alliance, and reducing trespass on the railway.

My recent regular meetings with Alex Robertson have taken place against the background of the planned restructure of Transport Focus, which has now been communicated internally. At our last quartet meeting with the two Chairs, we discussed our organisations' emerging business plans: a meeting between our two senior leadership teams has been arranged for 10 April to discuss further the scope for joint working across our respective priorities.

## **3 Complaints handling**

One of the two appeal cases escalated to me, which I referred to in my previous report, has been raised with the GLA Executive Director by the relevant member of the public because of my involvement with the appeal handling. The appellant will be informed shortly as to the next steps in dealing with their issues of concern.

#### **4 Organisational development**

We will be recruiting for a successor to David Murdoch as Head of Communications: the intention is to place someone at a similar level of responsibility and experience. We will also shortly be saying goodbye to Elizabeth Junghietoru in the casework team, when her extended contract comes to an end. More generally, the team has also been affected by a mix of illness, family circumstances and in one case, forthcoming jury service. We aim to hold a team awayday in the spring to help us take stock and look forward to the year ahead.

Preparations are continuing for the joint London TravelWatch/Transport for All lunch on 25 April to celebrate the career of the late Alan Benson. We are very grateful to TfL for their help in arranging the venue for the event.

#### **5 Future Board meetings**

The next meeting of the Board is due to take place, as a Members' meeting, on Wednesday 29<sup>th</sup> May.