

LONDON
TRAVELWATCH

Using public transport when you don't use the internet



March 2025

Easy read version

About us

LONDON
TRAVELWATCH

We are London TravelWatch. We want to make travel in London better for everyone.



We think everyone should be able to travel safely and easily, wherever they are and wherever they want to go.



We work with organisations to try and make public transport, such as buses and trains, better.

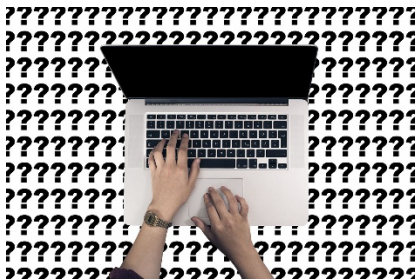
What do we want to change?



We visited train stations and bus stops in London to see how easy it was for people to travel



We thought about what it is like for people who don't use the internet or a smartphone. These people are sometimes called 'digitally excluded'



We found that it can be very hard for people to travel on public transport like trains and the Underground if they do not use technology



We don't think this is fair, as everyone should be able to use public transport, even if they don't use the internet

What do we want to change?



We found that there were three main problems for people who are not always able to use technology and go on the internet



If you buy a paper ticket for travel, it can cost a lot more than if you use a card or phone to go through the ticket barriers at stations



Staff can be very helpful and they give support to people who are using transport – but they are not always available



Lots of train stations have different types of help available, which can be very confusing

What do we want to change?



We want the transport companies to do more to help people who don't use technology



We want it to be fair so everyone can travel even if they don't use the internet or have a smartphone



We will keep asking the train companies to do much more to help everyone