
Members' Event Meeting - Minutes **22.05.25**

Minutes of the Members' Event held on 22 May 2025 at London TravelWatch

Attendance:

Members: Tricia Hayes (Chair), Richard Hebditch, Priya Khullar, Eddie Lynch, Lara Sonola, Susan Stockwell

Apologies: Tiffany Lam

Secretariat: Michael Roberts, Sonya Dallat, Susan James, Alex Smith, Paul Michaels, Catherine Williams

Guests: Rob Catherall and Rob Edwards (Oxera)

1. Chair's Introduction, Apologies, Minutes and Matters Arising

Tricia Hayes (TH) opened the meeting. Rob Catherall and Rob Edwards from Oxera were scheduled to join at 11:00am.

Minutes of the Public Board Meeting on 19 March 2025 were approved.

Actions from previous meetings were updated and reflected in the revised action log.

Members were asked to hold 16 December in diaries for a potential joint meeting with Transport Focus. Members were reminded to inform Cath Williams of their preferred date for a follow up meeting with TfL Commissioner Andy Lord.

2. Chair's Update

TH had joined the latest series of regular meetings with Transport Committee party leads alongside Michael Roberts and Alex Smith.

London TravelWatch's response to the Rail Reform consultation had been completed and submitted.

TH and Priya Khullar (PK) were both working closely with Transport Focus to implement the new agreed term of reference for TF's Passenger Contact Group (PCG). This would both aim to support improvements to the existing casework

service and develop proposals for new models in the context of rail reform. TH noted that TF was potentially within the scope of the current wide-ranging review of Arms' Length Bodies.

TF had recently carried out a project on the management of disruption on GWR. This had included proposing improvements to customer information at Paddington Station which drew parallels with LTW's engagement in Euston Station improvement work. It would be sensible for LTW and TF to collaborate to ensure consistency of approach across all the major London termini.

Action – MR to discuss with TF how LTW and TF can work together on the customer offer at large stations.

TH briefed the Board on important TF work on the accessibility of EV charge points on the strategic road network. Lara Sonola (LS) highlighted the need to monitor accessibility in emerging technologies.

3. CEO Report (LTW783)

Michael Roberts (MR) briefed the Board on four of the strands in the business plan:

Seamless Journeys

- Work was ongoing on Oxford Street pedestrianisation and public space priorities.
- A meeting had been held with Transport for New Homes regarding public transport connectivity in new housing developments. MR had concluded that this was not an immediate priority in the current business plan period but LTW should be prepared to develop a future project looking at the potential connectivity implications of proposed developments.
- Eddie Lynch (EL) suggested that Beam Park could be a valuable test case.

Building Customer Trust

- The pace of joint work on this had slowed following the initial conversations.
- A proposed three-way discussion with TfL and Institute for Customer Service had not yet been scheduled.
- Andy Lord had suggested that customer care targets would be revisited post-Spending Review – so this might be an issue to cover at the proposed follow up meeting with him.
- The Board agreed to push for progress in this area potentially via a letter from MR.

Bus Safety

- This was not in the LTW work plan but had been raised as a concern by Transport Committee Assembly Members.
- MR had discussed the data with TfL but this process was still ongoing. Fatalities were down but not in line with Mayoral targets.
- Concerns over operational culture and speed management had been raised but MR was still considering the evidence base.

- Richard Hebditch (RH) suggested looking at HGV driver telematics; MR said that TfL bus operator had similar systems already in place.
- LS asked about location-specific “hotspots”; MR believed that hotspot analysis was being used by TfL to target interventions.

Rail Reform

- MR said that the immediate legislative changes affecting consumer representation were now broadly agreed, but there were still questions over the longer-term cross-modal system.
- There remained concerns about duplication of roles among advocacy bodies.
- TH and PK would work with TF on rail reform in relation to case working.

Emerging Risks

- Susan Stockwell (SS) reflected on the need to look beyond current service performance to some of the longer-term risks which would shape the user experience. It would be useful to understand how TfL perceives the risks it faces and its approach to managing them.
- the Board agreed on the value of inviting TfL experts for forward-looking risk discussions.

4. Oxera – Value for Money Report (LTW784)

Rob Catherall and Rob Edwards presented findings of the research project that they had carried out for LTW on the VFM of London’s transport system, especially post-Covid. The purpose of the agenda item was to decide on how this work programme should now be taken forward.

Key points made in discussion included:

- Changing employment markets and the rise in the cost of living had disproportionately affected lower-income households.
- Lower income travellers typically had less flexibility about when to travel (less able to work from home) and higher dependence on public transport.
- There were significant research gaps including on the distributional impact of existing fares structures, and the drivers of modal choices.
- EL flagged use of paper tickets (1% of journeys) as a value for money issue for very large numbers of people.
- PK suggested a journey-based model to highlight investment priorities; Oxera supported further work to test passenger preferences as a way of informing investment decisions at different points on their journeys.
- RH noted bias in fare structures favouring central London residents – the current zonal fares system dated back to the 1980s and the demographics of London had changed a lot since then.

Action - the Board strongly supported this important work on value for money and agreed that the next step would be to focus attention on developing a more targeted potentially persona-based approach so that LTW could

champion the interests of the transport users who were most in need of support.

5. Transport in London Monitor (LTW785)

MR introduced his paper including the latest performance data for London's transport system. The Board noted the most recent information.

Sonya Dallat (SD) said that LTW had recently started asking website users to share information about their most recent journey – this was still very new but starting to generate valuable insights eg on bus delays and driver behaviours.

LS asked whether AI-generated word clouds could be introduced for better insights, and whether feedback forms could also be linked to newsletter sign up.

Action - SD to explore linking feedback forms to newsletter sign-up and investigate inclusion of word clouds in reports.

SJ updated the Board on SWR's imminent move into public ownership – public concern would focus on service quality.

EL asked whether LTW had visibility over the quality control of bus driver training on how to support disabled users.

Action - AS to establish the QA regime for bus driver training relating to disability.

6. Campaigns & Advocacy Report (LTW786)

AS introduced her report. Highlights included:

- Accessibility and street space projects were progressing; Yonder had been commissioned to collect public views on priorities.
- Bus Alliance letter had been published
- AS had met TfL about their Step-Free Station Strategy and Equity in Motion more generally.
- EL raised a concern about the complexity of the ticket machines on the Elizabeth Line.

Action: AS to include Elizabeth Line machines in digital exclusion project and to raise in discussions with TfL.

7. Communications Report (LTW787)

SD introduced her report. Highlights included:

- LTW had criticised TfL's poor communication during recent power outage; TfL was reviewing its strategy including its user of social media channels to provide real time customer information.

- Positive media coverage of digital exclusion report and increased website traffic.
- Social media engagement strong; 50,000+ views of Luke Muskett's new bus video.
- LS and SD discussed tracking emerging trends through LinkedIn networks.

8. Casework Report (LTW788)

SJ shared a mock-up of a new reporting structure on case working, reflecting initial feedback from Tiffany Lam (TL). The Board praised the richness of the information in the current format report, but supported the move to a more streamlined report, offering clear insights into current trends and performance, and clearly suggesting areas where action needed to be taken. Board members were happy to have conversations offline about how the data could be presented in a more accessible and action-oriented way.

Action (Board): Review options for a summary dashboard to consolidate demand, performance, impact and themes; trial at next meeting.

9. Finance Report (LTW789)

MR reported in Shahid Mohammed's absence. An increase in the pay for most staff 2.5% plus £500 non-consolidated bonus had been confirmed. On the project front £18,000 had been added to project allocations for Seamless Journeys survey work in the current F/Y. The Board noted the report.

10. Risk Register

MR noted updated rating on Risk 8 (Assembly Member perceptions). TH noted that some of the highest scoring risks related to people issues, including the clarity of LTW's mission and vision, and noted that the Board had expressed an interest in discussing this aspect of organisational health.

Action – Future agenda item to be scheduled on London TravelWatch's people and the Board to revisit the organisation's ED&I strategy.

11. Any Other Business

None raised.

12. Meeting Closed

The meeting ended at 1:00pm.

Date of next meeting

Thursday, 24 July 2025 at 10:00am.