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## Communications Report

Agenda item: LTW808

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### Media coverage

London TravelWatch's statement on the tube strikes was picked up in the Standard, as well as some of our data on fare evasion. We were also mentioned in a BBC article regarding the Northern line.

THE  
**STANDARD** 

## Talks to avert Tube strike break down as six days of London Underground chaos loom

TfL writes to all Tube staff to warn that RMT demand for shorter working week would cost "tens of millions of pounds"

## TfL told stop leaving Tube ticket barriers open and get serious about fare dodging

80% of Londoners believe TfL is not doing enough to tackle fare evasion

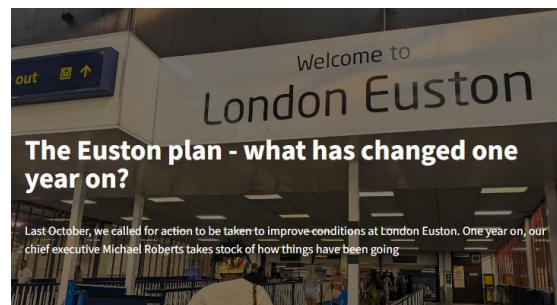
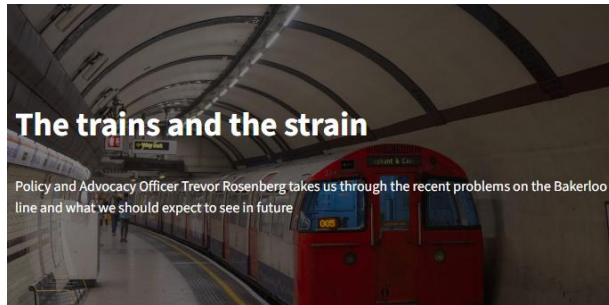


## TfL sorry as Northern line delays enter fifth day

## Website activity

Our complaints and appeals pages have been particularly popular over the previous two months, and some recent blog posts have also received a high number of views.

Trevor's Bakerloo line blog post has been viewed over 700 times, and Michael's update on Euston has been viewed over 400 times.



## Social media activity



London TravelWatch  
705 followers  
1mo •

Last September, London TravelWatch welcomed three new members to our board – [Richard Hebditch](#), [Lara Sonola](#) and [Eddie Lynch MBE](#).

A year on, we asked them about why they wanted to be a part of London TravelWatch and their experiences so far.

Find out what their highlights have been, and what they are looking forward to in the coming months...

<https://lnkd.in/e9r9pXpg>



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Our engagement on X and LinkedIn has been particularly strong in the previous months.

Our tweets on the Northern line, bus strikes and on Catch the Bus Month received a high number of impressions and positive engagement.

On LinkedIn, our research into walking and wheeling in London was popular, as well as our Black History Month content.

The most popular post was the one featuring our three newest board members.

## Passenger feedback from the website

Since our previous meeting we have had over 100 passengers provide feedback via our website.

Buses remain the top area for complaint, with delays and cancellations across all modes being the biggest issue being reported.

In the new year, I aim to dig a bit deeper into the feedback and look at ways we can use this more effectively in our campaigns work.

Mode	Number of Complaints
Bus	51
Tube	25
Elizabeth Line	5
Station	4
Train	3
Overground	2
Cars	1

Mode	Issue	Count
Bus	Delays / Cancellations	22
Tube	Delays / Cancellations	19
Bus	Bus Didn't Stop	11
Bus	Driver Behaviour	11
Elizabeth Line	Delays / Cancellations	5
Bus	Early Termination / route change	6
Tube	Fare Evasion	2
Overground	Delays / Cancellations	2
Station	Accessibility	2
Bikes	Driver Behaviour	1
Train	Noise	1
Tube	Early Termination	1
Tube	Cleanliness	1
Tube	Asb / Passenger Behaviour	1
Trams	Delays / Cancellations	1
Station	Asb / Passenger Behaviour	1
Train	Driver Behaviour	1
Train	Delays / Cancellations	1
Station	Staff	1
Bus	Asb / Passenger Behaviour	1
Dlr	Delays / Cancellations	1
Cars	Traffic	1
Tube	Noise	1