

Public Event
18.03.26

LONDON
TRAVELWATCH

Communications Report

Board paper LTW822

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Media coverage

Our comment on the new TfL bus shelters was widely picked up across a range of media, along with our quote on fare increases, Euston station and Oxford Street pedestrianisation.

We appeared in publications including the Independent, Standard, BBC News and Time Out.

BBC NEWS Tube fares to rise by 5.8% from 1 March



First look: TfL is trialling a brand new bus stop design across London

New bus shelters have priority seating, CCTV and improved lighting

Highways News

Mayor of London approves Oxford Street pedestrianisation plans



Controversial adverts to be reintroduced at Euston station

MyLondon

New bus shelters with CCTV to be rolled out across London to make travel 'safer'

80 per cent of women said CCTV made them feel safer when travelling by bus

CITYAM

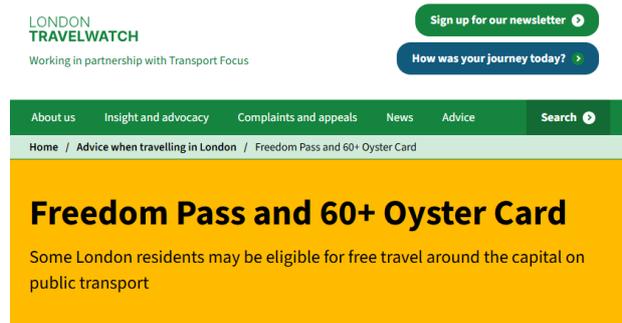
Oxford Street regeneration a complex undertaking for City Hall

London Now

Stansted Airport to introduce contactless rail payments

Website activity

Oyster 60+ info has led the way for the past two months, and our feedback form gets an increasing number of visits. Otherwise our complaints and appeals pages are doing well as usual.



LONDON TRAVELWATCH
Working in partnership with Transport Focus

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Home / Advice when travelling in London / Freedom Pass and 60+ Oyster Card

Freedom Pass and 60+ Oyster Card

Some London residents may be eligible for free travel around the capital on public transport

</advice/freedom-pass-60-oyster/>

</feedback-form/>

</complaints-and-appeals/>

</complaints-and-appeals/making-an-initial-complaint/>

</complaints-and-appeals/where-to-send-your-complaint/>

</advice/paying-for-your-journey/>

</complaints-and-appeals/appealing-your-complaint/>

Social media activity

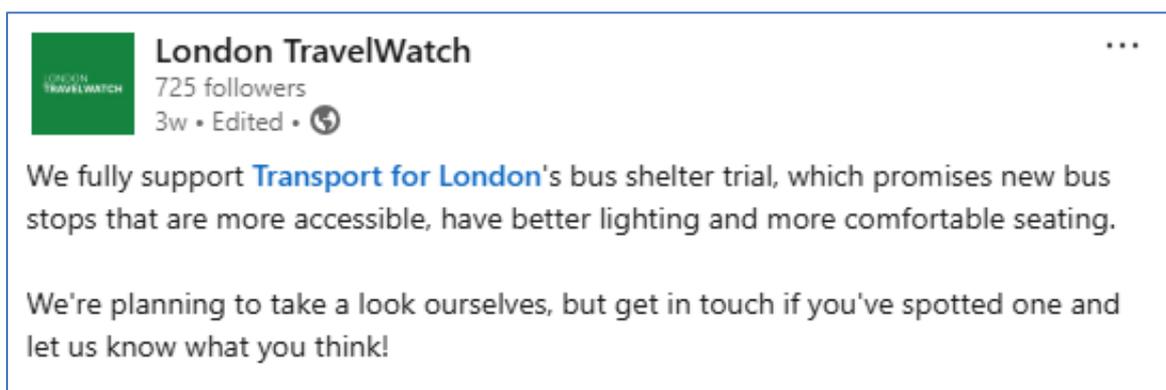
Our request for firsthand experiences of using public transport with mobility or access needs were by far the most widely shared of at least the last 12 months on X, while our quote on new bus shelters received a lot of positive engagement on LinkedIn.



London TravelWatch @LonTravelWatch

Do you rely on lifts, escalators, ramps and other mobility aids to use public transport?

If so, please take a moment to answer a few questions for an upcoming London TravelWatch campaign on accessibility and barriers to travel.



London TravelWatch
725 followers
3w • Edited

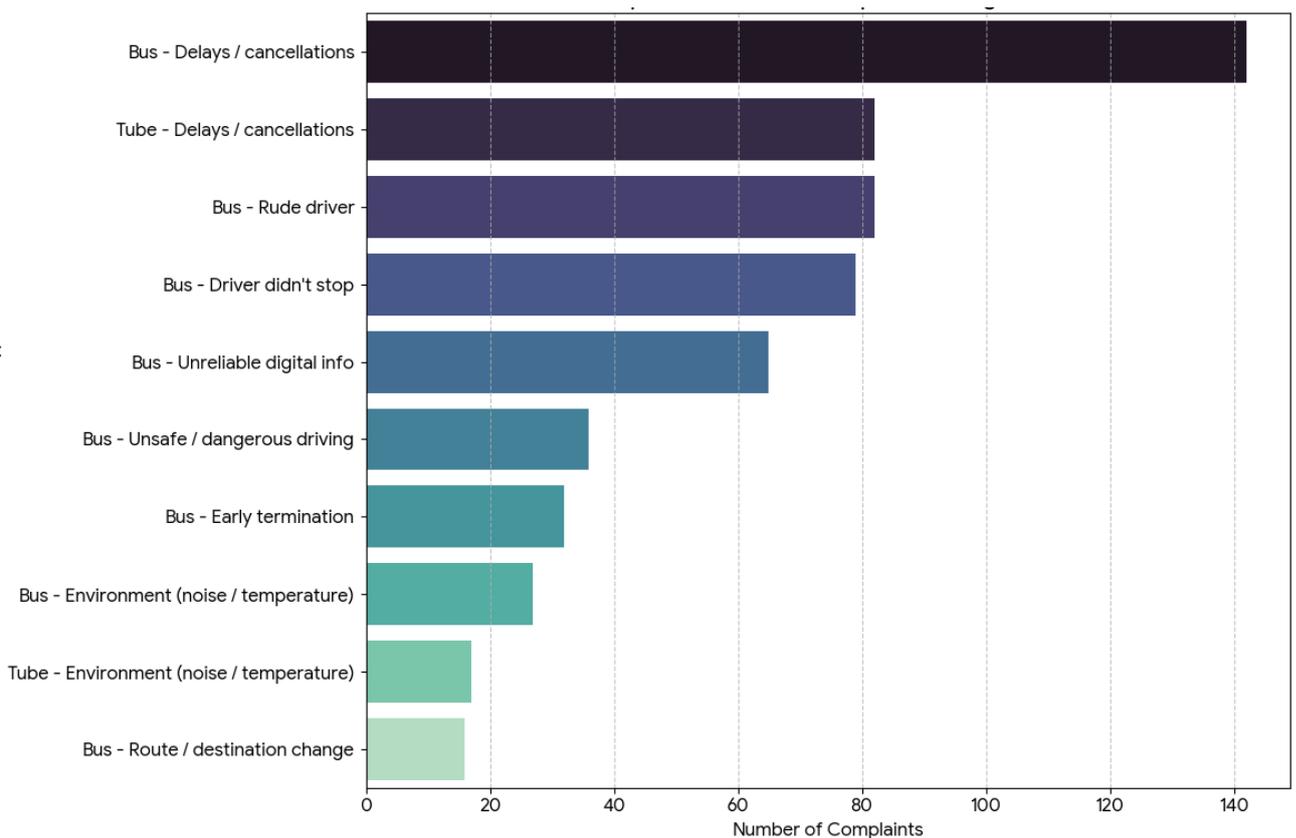
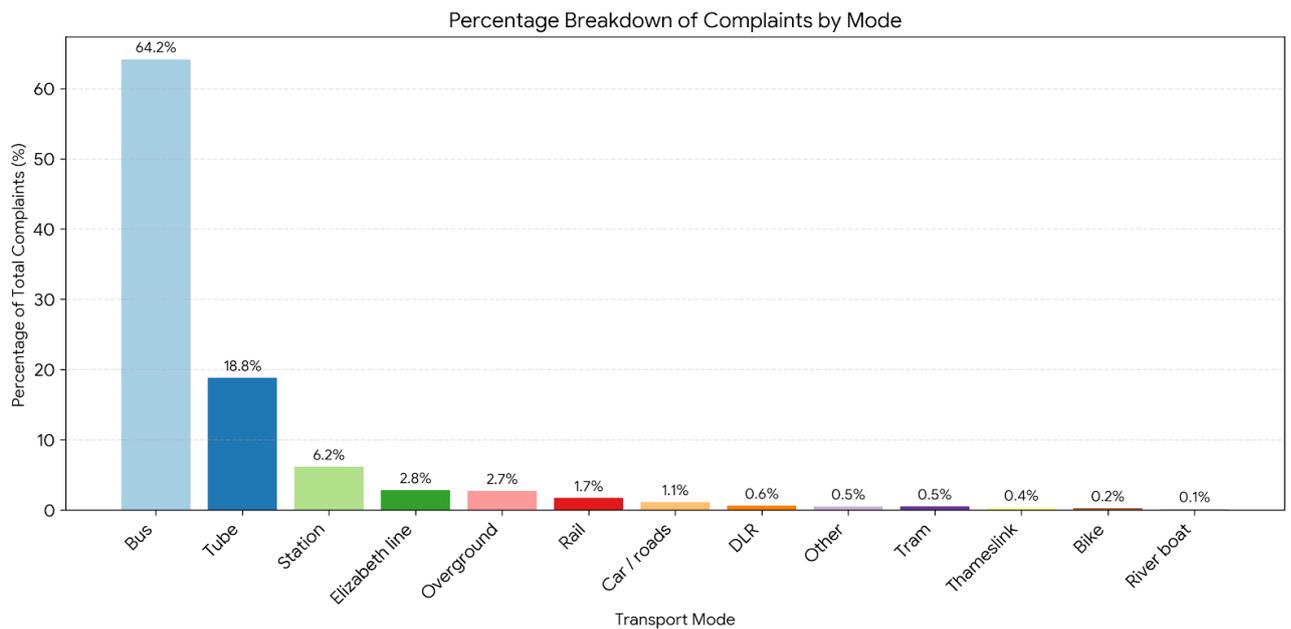
We fully support **Transport for London's** bus shelter trial, which promises new bus stops that are more accessible, have better lighting and more comfortable seating.

We're planning to take a look ourselves, but get in touch if you've spotted one and let us know what you think!

Passenger feedback from the website

As promised, I now have 12 months' worth of data from the website feedback form on the website. We had over 800 comments in total (once all spam and unclassifiable content was removed).

The bus dominated the mode of transport, with over 64 per cent of people complaining about issues with the bus. Delays and cancellations across all modes was (perhaps unsurprisingly) the most common issue, but of the top ten issues people commented on, the bus was mentioned in eight of them.



Looking in more detail about the specific lines most complained about, the Central and Piccadilly were the lines mentioned most often, closely followed by the District and Elizabeth lines.

