

Campaigns & Advocacy Report

Author: Alex Smith, Head of Campaigns & Advocacy

Board paper: LTW836

Agenda item: 06

Drafted: 07/07/2026

Value for money

Following the completion of our research into value for money on London's transport services, we hosted a roundtable to discuss the findings. This brought together insight from transport operators, passenger bodies, academics and local authorities, with a focus on how the findings can be used to improve the situation for passengers.

Discussion points including how to use the findings to target support at those who would benefit most (considering factors like demographics, life stages and geography) and which levers are realistically available to industry to improve value for money.

We are now reviewing the key points that emerged from the roundtable, and will use them to shape and inform our final recommendations ahead of publishing the research.

Personal security

Following a roundtable with stakeholders to sense check our findings and recommendations, we have now completed our research looking at the user journey for someone reporting hate crime, violence against women and girls (VAWG) or sexual harassment on transport.

We have had initial conversations with TfL and members of the Mayor's Taskforce about these findings and what recommendations may be taken forward as part of the group's work. This included a discussion about simplifying the process, including exploring a single "front door" for the public, and improving communications to people throughout. We also spoke about the importance of staff training to make sure anyone who has experienced an incident can get frontline support.

We hope to work towards a firm commitment to implement these improvements, and plan to publish the research to support the case for change. A fuller update on the Mayor's Taskforce will be included in the Chair's update at the Board meeting.

Better transport services

Buses

As part of our ongoing monitoring of bus performance, we've been reviewing TfL's recently released annual bus network performance statistics. We're disappointed to see that average bus speeds in London have fallen to their lowest since modern records began (9.12mph). We know slow journey times are a big issue for passengers, and we continue to push TfL to implement their programme of measures to improve speeds safely, and make adjustments if it's not delivering the needed change.

We are also concerned about broader changes to bus routes on the network, including cuts to bus services despite facing significant opposition from local communities and authorities. While we recognise that changes to the bus network are sometimes necessary and can be justified where the overall benefits outweigh the drawbacks, we are concerned that TfL are not properly addressing concerns raised by people who use the service. We have written a letter to TfL asking for further information and assurances that future plans will properly consider, and where appropriate meaningfully address, points and worries raised during the consultation process.

Network performance

We have created a set of internal dashboards (covering National Rail and TfL services) to help us monitor transport performance as part of our pain points workstream, identifying parts of the network causing particular problems for passengers. While we are awaiting some additional information from TfL, and so there may be further amendments to the dashboards, we will be updating and monitoring these to inform future work, including a focus on ongoing reliability issues on the Overground. Further details are available in paper LTW835.

Across the network more generally there have been several issues causing severe disruption in recent months:

- Strike action on the Underground by RMT train drivers. We raised concerns with TfL about making sure passengers receive the information and support they need, and what lessons can be learnt. This includes more agile customer communications and extra travel ambassadors at hotspots on the network. No further strikes have been announced at this point in time.
- Extreme hot weather at the end of June. A red weather alert and a do not travel warning were issued, with the conditions causing significant disruption to services across the city. With more heatwaves forecast over the summer this may be a recurring issue and we hope to work with industry to mitigate the impact on passengers.

Accessibility of transport

Following our internal research and analysis of lift reliability on TfL's network, we raised the issue in our quarterly customer working group meeting with TfL. We had previously discussed our concerns about lift closures with them at the end of last year, when a lack of trained staff was causing lifts to be unavailable more frequently. In a positive update, the number of closures due to this issue has fallen significantly year-to-date, though it is still higher than it should be. We will continue to monitor this problem and push for further action as needed, particularly over the summer holidays when historically staffing has been more of an issue.

Alongside this, we are continuing to review escalator reliability and toilet availability on TfL's network, and how to increase step-free access at National Rail stations. We'll be highlighting the issue with industry to make sure these are high on the agenda, particularly as rail reform progresses.

Working with the GLA Transport Committee

We continue our regular engagement with key stakeholders at the London, including with the transport leads for each party. Recent discussions have included TfL's new Walking and Wheeling Action Plan, heat on transport, support for disabled passengers who want to make a complaint about their journey, future e-bike regulation, the reliability of lifts and escalators, and changes to the bus network.

The Transport Committee has been conducting an investigation into autonomous passenger vehicles (APVs), including whether and how they could be licenced for commercial use in London, and the impact on things like congestion, safety and public transport use. We have submitted a response with our reflections on APV use in London. Alongside further assurances on accessibility, safety and impact on other road users (including bus passengers), we would like to see further exploration of how APVs could support, and not hinder, the existing transport network - for example facilitating first mile/last mile travel to stations.

We will continue to support the Transport Committee's work across the year, with potential future topics including Vision Zero and the condition of river crossings in London.

Other updates

- We continue our regular fortnightly meetings with TfL to discuss emerging issues and plans for our respective organisations. Recent topics have included the planned extension of the BTP's facial recognition pilot to TfL stations, customer support during strikes and hot weather, and problems on the network including the Northern line.
- We met the Rail Delivery Group to discuss the roll out of Rail Behaviour Notices (RBNs) to tackle antisocial behaviour on the rail network. These will use existing railway by-laws to temporarily ban people who are persistently displaying antisocial, disruptive or violent behaviours from travelling on and

making use of the railway. We welcome measures to improve the safety of people travelling, and will wait to see the impact of the policy.

- We also met the Rail Delivery Group to discuss ongoing issues, including rail reform, the creation of GBR, and compliance of rail replacement coaches with PSVAIR.
- Following their latest audit of Victoria Coach Station in October, Trevor and Bus Users UK met TfL to discuss TfL's work to resolve or mitigate the issues raised during the audit.
- Trevor attended the Travel Demand Management Forum for London. The group reflected on the Tube strikes this year, particularly how industry can best communicate the impact to passengers before they arrive in London. Looking across the summer, they also discussed planned closures for works on the Piccadilly line and Tram network, and the impact on the transport network of major sporting and music events.
- Susan and Trevor had an introductory meeting with the Equality and Human Rights Commission (EHRC) to hear about each other's work and to discuss EHRC's plans for how they can work with regulators and others. The EHRC have recently published [Guiding principles for accessible transport](#) which includes principles on the importance of effective complaints and the intelligence they offer in supporting continuous improvement. We agreed to meet every six months to discuss thematic issues.
- Waymo visited the office to provide a briefing on how their autonomous vehicles (AVs) work and their proposed plans for London. While not an area London TravelWatch has done much work on yet, we are interested in how AVs (if licenced) will interact with the existing transport system. We also raised questions around accessibility, safety and public perception of the service.
- Trevor joined a meeting of the Parliamentary Advisory Council for Transport Safety's (PACTS) rail safety working party. We discussed our work on personal security on transport, the rail industry's view of areas of increasing risk – including overspeeding, signals passed at danger, level crossings and trespass - and rail's regulatory strategy towards climate change.