

Public meeting

15.07.26

LONDON
TRAVELWATCH

Communications Report

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Board paper LTW837

Agenda item: 07

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Media coverage

We have been quoted on a range of subjects in the past two months, including bus fares, VAWG reporting, mobile phone coverage and air-conditioning (or lack of) on tubes.



Website activity

As well as our usual advice and appeals pages, our feedback form, news page and info on travelling during the World Cup have been amongst the most popular web pages this month.



[/advice/freedom-pass-60-oyster/](#)

[/feedback-form/](#)

[/advice/freedom-pass-60-oyster/](#)

[/complaints-and-appeals/where-to-send-your-complaint/](#)

[/complaints-and-appeals/](#)

[/complaints-and-appeals/making-an-initial-complaint/](#)

[/news-and-opinion/](#)

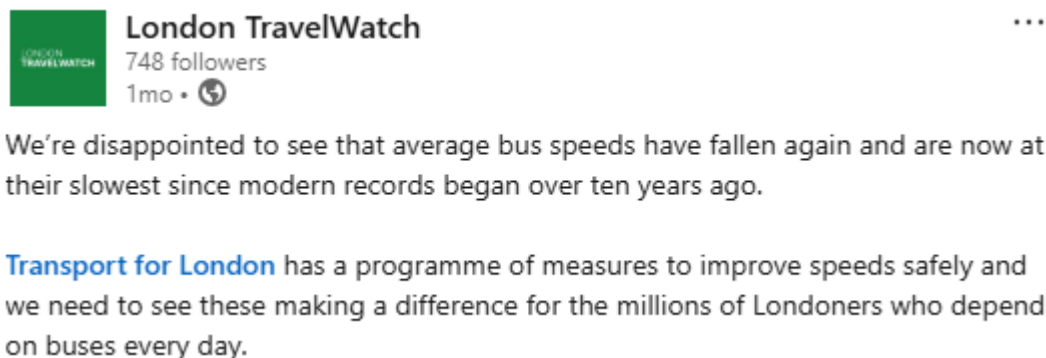
[/travelling-in-london-during-the-world-cup/](#)

Social media activity

Several of our posts on X had good engagement – our post on X on bus speeds had over 133,000 views (one of our most viewed posts ever), while our post on air conditioned tubes had over 100 engagements:



The post on bus speed also received good engagement on LinkedIn:

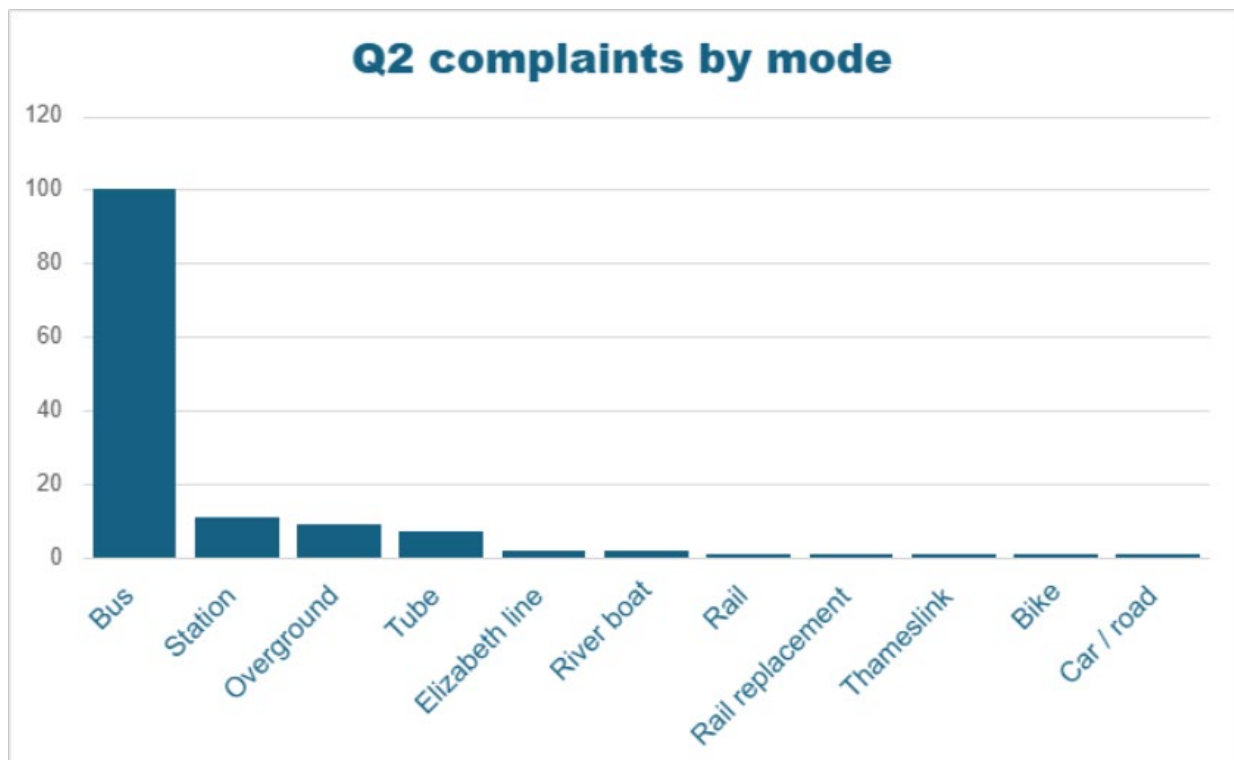


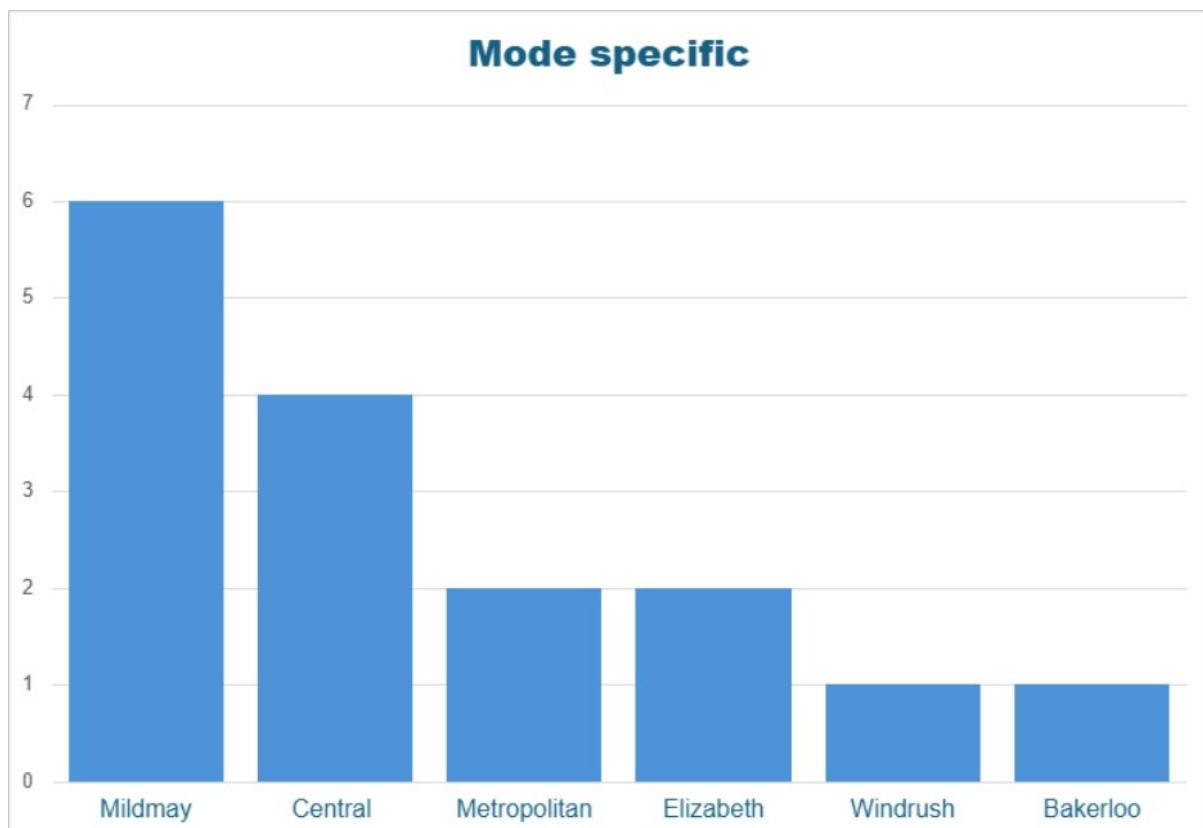
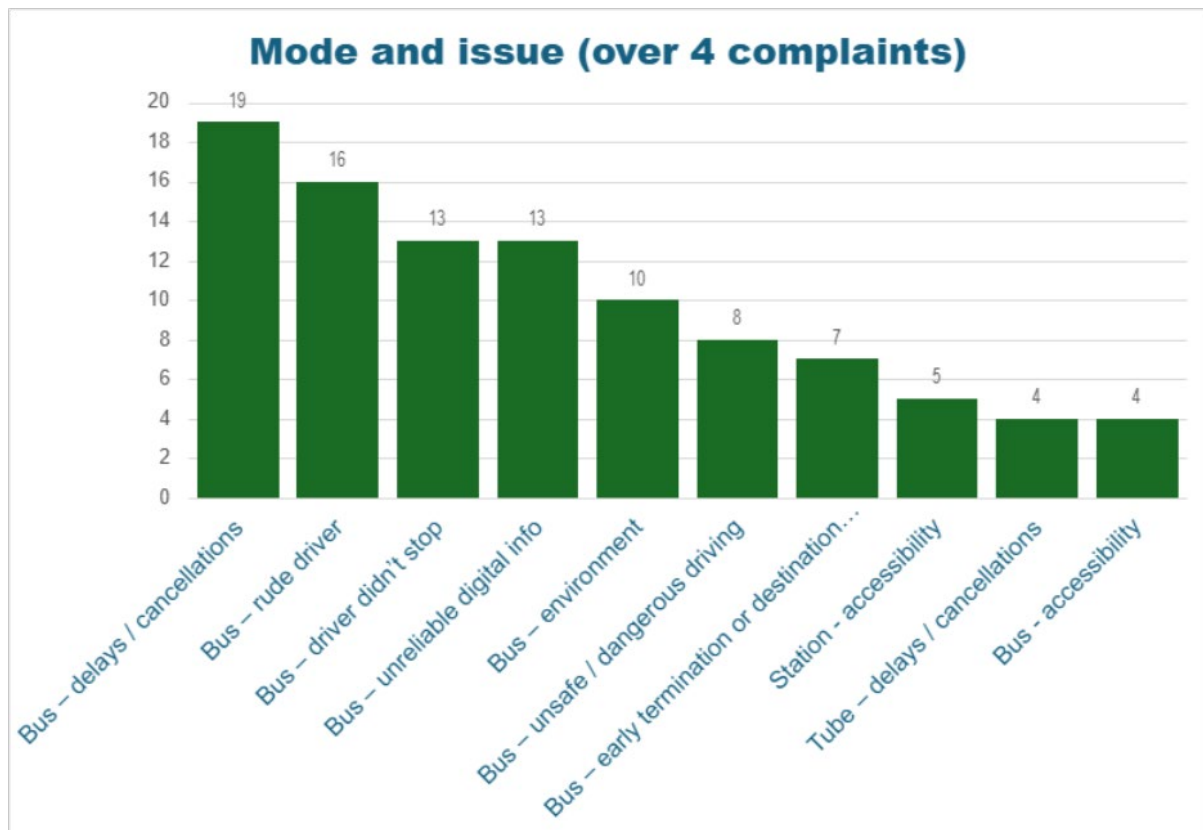
Passenger feedback from the website

I am now assessing the feedback on a quarterly basis and sharing the results with the policy team.

From March to June this year we had 140 comments, with 100 of these relating to the bus. There were fewer complaints about the tube compared to last quarter. There were far more mentions of the environment (which includes temperature, so perhaps unsurprising!) and also over double the number of complaints about digital info at bus stops compared to the previous quarter.

In terms of specific lines, the Mildmay received the most complaints (last quarter it received the second most after the Metropolitan line).





Podcast data

We have just celebrated one year since the launch of our podcast, and we published a short compilation episode to mark the occasion.

These are the total number of views, listens and downloads for all episodes so far (this data is from the day episode 7 was released, hence lower numbers for that).

	Episode 1	Episode 2	Episode 3	Episode 4	Episode 5	Episode 6	Episode 7	Total
YouTube (views)	134	77	85	129	103	104	16	648
YouTube Shorts (views)	130	790	112	164	94	58	2	1350
Spotify (downloads)	57	37	18	15	16	16	2	161
Audio (downloads)	139	136	94	63	69	47	22	570