Transport is one of the Mayor's key responsibilities.

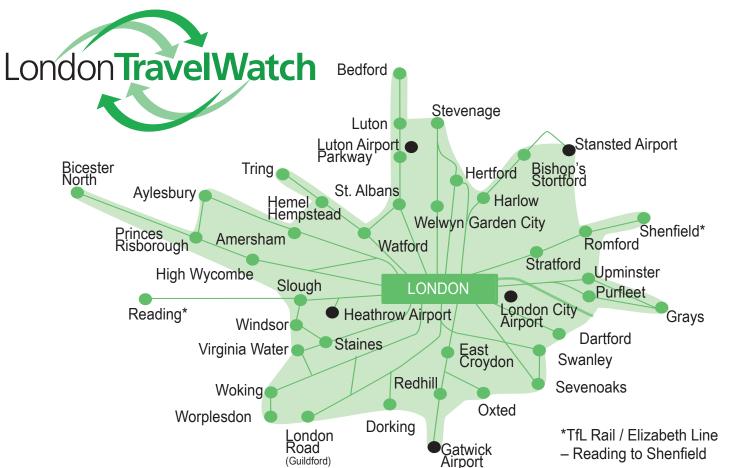
We want the Mayor to focus on the principles outlined in this leaflet over the next four years.

We look forward to hearing from all the Mayoral candidates about how they will prioritise London TravelWatch's six key principles, and how we can work together to achieve these goals.

London requires a strong commitment from the Mayor to use their influence and strategic powers to achieve a coordinated approach to improving the experience of London's travelling public.

London TravelWatch have identified issues which affect London's passengers and have formulated six key principles to guide the Mayor. The full report can be found on our website:

londontravelwatch.org.uk



Who are we?

As the official transport watchdog for London, we play a key role in representing passenger voices in London. We support the Mayor and the GLA in improving public transport provision and holding transport providers to account. As the appeal body for many unresolved complaints we also hear first-hand from passengers about the problems they have using the network.

We gain our insight in various ways:

- conducting primary research on issues which affect transport users
- gathering evidence from our casework and appeals
- drawing from the data and research of other organisations
- talking to and hearing from users out on the network and at our events and meetings
- Regularly meeting the transport industry at the highest level of their organisations

6 principles for improvement by 2024







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5-11 Lavington Street
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SE1 0NZ

I on dontravel watch.org.uk

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Accessible and Equal

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London's transport network should be accessible and open to all.

Value for Money



Transport across all modes should represent good value for money.

Safe and Healthy



Transport users in London must be and feel safe at all times.

Invest and Innovate



London's transport network requires investment and innovation to meet growing demand.

Inform and Communicate



Accurate and timely information must be available across multiple channels throughout a journey.





The industry will work together when things go wrong to get passengers to their destination.

We want the Mayor to follow these principles and together we will work to ensure:

Investment in accessible transport infrastructure

An inclusive travelling environment

Equal access to public transport across

London

London's streets and pavements are level and clear of obstacles

Delay Repay after 15 minutes as the industry standard

A clear, consistent and simple fares structure and more flexible ticketing options

Prioritisation of the bus as the most affordable, accessible and practical mode

More smart ticketing including extending Oyster/Contactless outside London

All users feel safe using public transport

A joint push for safety across all transport providers and modes

Safe streets which are accessible for all and encourage active travel modes

We meet sustainability goals and improve air quality

Investment in interchanges

Growth and demand is met with major investment in transport infrastructure

Service innovations and technological solutions to transport problems

Better public transport access to London's airports

Accurate, live and relevant information at all points of a journey

Better instant communication with passengers via social media and digital platforms

Accessible, nontechnological forms of communication are always available

Clarity of communication during times of disruption

Further devolution of rail services to the Mayor and TfL

A 'One Team' approach at all major transport interchanges

A transport industry which works together, providing an integrated network

Direct input and representation from transport users