

*"I thought the service
was exemplary and very
passenger focussed."*

Mrs G T, Hammersmith

Our name, role and remit

Our name

London TravelWatch is the operating name of the London Transport Users' Committee.

Our role

To be an effective champion for transport users in and around London.

Our remit

London TravelWatch has been created by Parliament to be the official voice for London's travelling public.

Our remit covers all those who use the buses, the Underground, the National Rail system, the Docklands Light Railway, Croydon Tramlink, London's principal road network (including cyclists and pedestrians), taxis, Dial-a-Ride and the Thames piers.

Our responsibilities

Representation

We speak up for transport users in the media and in discussions with policy-makers in government at all levels – in town halls, at City Hall, in Whitehall and in Brussels.

Consultation

We are in regular dialogue with the transport industry (and its regulators and funders) about all aspects of its services and future plans which affect the users – including times, routes, frequencies, fares, ticketing, stations, vehicles, safety, security and information.

Investigation

We investigate complaints brought to us by users who have tried unsuccessfully to obtain an acceptable response from a service provider, and seek redress on their behalf where appropriate.

Monitoring

We track trends in service quality – such as punctuality, reliability, crowding, congestion, cleanliness, staff helpfulness, and waiting facilities. We raise questions and demand improvements when performance falls short of users' reasonable expectations.

Our aims

In all that we do, we aim:

- to take every opportunity to press for a better travel experience for transport users
- to ensure that proper account is taken of the particular needs of London and its region in all transport policy and planning decisions
- to work closely with Passenger Focus (formerly the Rail Passengers Council), our sister organisation which speaks for National Rail users throughout the country
- to help empower users by providing the information needed to assert their rights
- to raise awareness of our role and our activities
- to operate efficiently and cost-effectively.



"I was very impressed with the time and effort you clearly must have put into the matter."

Mrs D K, South Croydon

Our chairman

Our Chairman writes



The horrific events of 7 July 2005 (and to a lesser degree, of 21 July) will live in our memories. Fifty two innocent lives were lost, and many more people suffered injuries from these acts of mass murder. We will never forget those who were killed, bereaved or traumatised.

The emergency services and transport staff performed exceptionally in unprecedented circumstances. From 8 July a near-normal service ran on the unaffected parts of the network – a tribute to the dedication of the staff and the preparatory work of the London Resilience team. I am sad that others have criticised the heroes of that day. On behalf of transport users I thank them.

The euphoria of the announcement that London is to host the 2012 Olympics was to last, in the event, less than a day. But just as our transport system recovered so quickly, so did its users. Londoners too are hugely resilient. We must now concentrate on ensuring that the Olympics bring lasting enhancements to our infrastructure, not just for the Games but for generations thereafter.

At London TravelWatch, our workload has not diminished. Far too many complaints reach us simply because they have been badly handled in the first place. Complaints are vital management information, not a tiresome overhead. In the year ahead I plan to tackle this direct with the directors of the companies concerned.

The London Assembly will soon be advertising for new members of our committee. It is a responsible and informative role, well worth applying for. Details will appear on our website, and that of the Greater London Authority, in the late summer or early autumn.

In this Review you will read about the vast range of work undertaken by our members and our staff. I am grateful to all of them for their commitment to seeking improvements for the benefit of London and its region.

Brian Cooke FlntTT
Chairman

“Very fairly dealt with – unbiased approach and reporting clearly.”

Mr R T, Sevenoaks

Our Chief Executive

Our Chief Executive writes



The past year has inevitably been dominated by the tragic events of 7/7, mentioned elsewhere in this Review. But our statutory duties are unaltered and our work goes on. The aim of London TravelWatch has been, as always, to use its influence and its persuasive powers to secure policies and plans from the transport authorities and operators which best meet the needs of the capital's travelling public, and to seek appropriate redress when performance has fallen below acceptable standards.

If we are to champion transport users credibly, close contact with our stakeholders is vital. So we commissioned an independent review of our consultation and communication practices, and are now putting its recommendations into effect. As a first step, we have radically extended our liaison procedures for obtaining input from users' groups, London Assembly members, local authorities and members of Parliament when changes to bus routes are proposed.

The latest Railways Act has streamlined the arrangements for representing users of the National Rail network. There is now a single body, branded as Passenger Focus, which operates countrywide. In and around London, its role parallels that of London TravelWatch, so we are working hard with our Passenger Focus colleagues to ensure that as far as possible we operate in partnership and do not duplicate each other's efforts. We remain solely responsible for investigating comments and complaints arising in the London area.

We regularly review our procedures and staffing policies to ensure that they are fit for purpose. This year we were pleased to be re-accredited as Investors in People. We are examining what steps we need to take to comply with the disability equality duty placed on public bodies by the Disability Discrimination Act. And we have commissioned a study of our business continuity risks.

Rufus Barnes
Chief Executive



"They actually listened to my concerns and didn't fob me off with a load of jargon."

Mr J A R, Romford

Our vision

We believe that London's travelling public is entitled to:

- **services** which run frequently and reliably, at all reasonable times of the day and the week
- **networks** which provide good access to all areas, have adequate capacity, and offer easy interchange between different types of transport
- **vehicles** which are comfortable, clean, easily accessible, readily identifiable, quiet, non-polluting, and convenient for those travelling with luggage, shopping or small children
- **staff** who are alert, helpful, highly-motivated, well-informed and committed to providing a high quality of service
- **journeys** which are safe and free from crime or the fear of crime
- **stations and stops** which are well designed, properly maintained and fully accessible, offering a civilised waiting environment
- **streets** which are inviting, clean, well-policed, properly signed, uncongested, and maintained and managed in a manner which ensures that they can be used with confidence and in safety by pedestrians and cyclists as well as motorists
- **information** which is intelligible, relevant, accurate, and readily available in appropriate formats both before and during travel
- **fares** which are affordable, represent good value for money, and are structured in ways which encourage frequent use
- **ticket systems** which are user-friendly, flexible, and appropriately integrated between different operators and types of transport
- **transport providers** who are approachable, communicative, genuinely receptive to suggestions, take complaints seriously, and have proper redress mechanisms for when things go wrong.

"Clear it was progressed as an individual complaint rather than a generic issue."

Mr C R, Edgware





"You negotiated an excellent and satisfactory outcome to my complaint."

Mr T C, Stepney

Our year

A selection of some of the issues which have occupied us in 2005-2006...

- Sadly, the year was ineradicably marked by the **bomb attacks** on the Underground and bus networks on 7 July 2005, and the – mercifully – unsuccessful attempts to imitate them two weeks later. We joined with millions of our fellow Londoners, and well-wishers from around the world, in mourning those who died and in voicing our profound sympathy for those who were injured and bereaved. We expressed our admiration for the rescue efforts mounted by the staff of the emergency services and of Transport for London (TfL), and for the medical care which the survivors received. We were represented at the official ceremony of remembrance held at St Paul's Cathedral.
- Following the attacks, we explored with the transport operators the lessons they had learned from this horrific experience, in the process of restoring services to normal. In particular, we reviewed the timeliness, consistency and **accuracy of the advice** made available to travellers about the extent of the disruption and the alternative journey options available to them. We were briefed by the Department of Transport on its plans for experimental testing of explosive-detecting equipment at a number of main line and Underground stations. We submitted evidence to an inquiry conducted by the House of Commons Transport Committee into security arrangements on the public transport systems.
- The events of 7/7 inevitably overshadowed the previous day's announcement that London will be hosting the **Olympic and Paralympic Games** in six years' time. Catering efficiently for the needs of participants and spectators, whilst minimising disruption to the normal lives of Londoners, will present immense organisational and operational challenges. We have discussed with TfL its strategy for meeting these, and have set up a task force to keep its plans under active review.
- Stratford will be the centrepiece of the 2012 events, and we have reviewed in detail the enhancements to **Stratford station** which are planned. As well as new platforms for the Central line and the existing branch of the Docklands Light Railway (DLR), and an additional ticket hall, it is intended that the section of the Silverlink Metro route between Canning Town and Stratford will be taken over by the DLR, with a northward extension to Stratford International station on the Channel Tunnel Rail Link (CTRL) to cater for interchange passengers.

- In consequence, the present National Rail line to **North Woolwich** would be closed, and we held an official hearing to consider objections to this. In our report to the Government, we concluded that some inconvenience would be caused to current users, particularly those travelling with cycles. But this would be outweighed by the much higher frequency of service offered to them on the new DLR branch to London City Airport (which opened during the year), with its future extension to Woolwich now being built.
- During the period of the Games, the CTRL will be used to provide a high-speed 'Olympic Javelin' service to Stratford from Ebbsfleet (where there will be a park and ride site), and from **St Pancras** where the future international rail terminal is taking shape. We have discussed with its developers the passenger facilities to be provided there, and were delighted when – following our long-running campaign – the Government finally agreed to fund the fitting out and opening of the new Thameslink platforms below.
- At the Government's request we reopened our hearings into the proposed closure of **Thameslink's** Kings Cross platforms, as a result of the major route enhancement project which still awaits planning and funding approval. We accepted that there is no case for retaining them, but urged that the Pentonville Road ticket hall should be kept open as an access route to the Underground. We reaffirmed our decision not to oppose the closure of the Moorgate branch, because the huge capacity benefits which the project would bring outweigh the disadvantage to current users who would have to change at Farringdon in future, and because the plans for Farringdon have been revised to reduce the risk of congestion.
- We welcomed the outline plans published by Network Rail for its new concourse facilities at Kings Cross main line terminus. Other major **station enhancement** proposals which came under our scrutiny were those for Bromley South, Cannon Street and Redhill. In each case, we stressed the importance of providing step-free access and good facilities for interchange with other forms of public transport.

*"Thank you very much
for actually treating
me as a human being."*

Mr J B, Purley



Our year continued

- The Bill which, if enacted, will give powers for the construction of the **Crossrail 1** project began its passage through Parliament. We have supported this scheme in principle, but submitted a petition seeking safeguards in relation to some specific issues including services to Heathrow and Maryland, the (non) accessibility of some existing stations to be served by Crossrail trains, and the status of London TravelWatch itself as a statutory consultee.
- We met the shortlisted bidders for the Integrated Kent, Thameslink/Great Northern, Greater Western and South Western **rail franchises** to set out our aspirations, and subsequently met the winners (when announced) to discuss their plans. We have responded to Network Rail's consultations on its route utilisation strategies for the South West main line and the Cross-London routes. In every case, we emphasised the importance of these routes in catering for the daily needs of London's commuters, and of ensuring that local services are not squeezed out in the face of competing (and potentially more lucrative) demand for travel from further afield.
- The start of new franchises provides an opportunity to review the terms of the relevant **passengers' charters**. We are encouraged that train companies are steadily moving towards a straightforward system of 'delay, repay' compensation for season ticket holders, which we were first to advocate, in place of the complex and frequently arbitrary formulae inherited from British Rail involving 'moving annual average' performance targets.
- The **DLR franchise** was also renewed. Among the improvements we sought were longer operating hours on Sundays, higher weekend frequencies, an improved interchange at Limehouse, more (and more visible) staff, and CCTV at stations.
- We were pleased that our arguments for retaining the platforms at **Waterloo International** for domestic rail purposes once Eurostar moves to St Pancras were accepted, but we were disappointed that – despite our backing – GNER's efforts to secure extra paths for trains to Leeds (which would also serve Stevenage) were rejected in favour of **Grand Central's** competing bid to introduce through trains to Teesside and Wearside.
- We campaigned strongly against proposals by South Eastern Trains to reduce the opening hours of its ticket offices and the number of staff at its stations. We are well aware of public concern about **personal security** when travelling by rail (highlighted this year by a report from the London Assembly), so we welcomed TfL's funding for CCTV coverage and additional police patrols on Silverlink services, and 'one' Railway's introduction of security patrols on its West Anglia route. We were pleased to hear from the British Transport Police about their initiatives to combat attacks on trains by vandals at the eastern end of the District line.
- We keep a close watch on operators' **service performance**, and seek explanations and assurances of action when adverse trends appear. We met 'one' Railway to discuss the spate of cancellations which hit the West Anglia services when timetable changes were accompanied by severe staffing problems, and pressed strongly for the cuts imposed on the Southbury loop service to be reduced. We explored with First Great Western and Network Rail the causes of FGW's recent poor reliability (which are mainly infrastructure-related), especially on its Link routes.
- Services were severely disrupted on the Chiltern line for several weeks when the roof of the **Tesco tunnel** being constructed at Gerrards Cross collapsed. Once the line was reopened, we commissioned (with Passenger Focus) a survey of passengers' views on the alternative travel arrangements which had been improvised, and discussed with the train company the lessons to be learned from our findings.
- We were encouraged by the decision of the Association of Train Operating Companies (ATOC) to explore ways of meeting **passengers' information needs** more effectively, and have stressed the importance of providing timely information when services are affected by engineering works. These needs are even more acute if the railway is disrupted by extreme weather, and we were pleased to discuss with Network Rail its efforts to be better prepared to meet the challenges which such conditions can present.

*"Efficient and thorough.
Need to publicise yourself more."*

Mrs M M, Putney



- Considerable coverage was given in the mass media to a paper from ATOC which explored the impact on the rail system's capacity of the continuing growth in demand, and which aired the possibility of deliberately raising fares as a means of suppressing it. We debated these complex issues with the Association, and gave evidence to the House of Commons Transport Committee when it held an inquiry into the **cost of rail travel**.
- We are increasingly living in a 24-hour society. London Underground conducted a public consultation exercise on the desirability of running **later evening services** at weekends, with a compensating adjustment to its start-up times. Our response acknowledged the demand from passengers returning from evening entertainments in central London, but argued that this should not be given priority over the needs of those making essential early-morning journeys to work or to connect with longer-distance departures by rail or air. We have also considered aspects of the impact on transport of the night-time economy in the suburbs, welcoming – for example – the introduction of taxi marshals in Bromley, Croydon and Kingston.
- We voiced our concern about the continuing problem of early morning Underground services being disrupted when **engineering works overrun** their allocated times, and discussed with the company the relative merits of a single prolonged closure or a series of shorter 'possessions' as the better means of carrying out essential repairs and renewals while minimising the inconvenience to passengers.
- We were pleased by London Underground's positive response to our calls for longer operating hours on the **Woodford-Hainault** branch, and for Chancery Lane station to open on Sundays, but were disappointed that morning peak congestion on the Wimbledon line could only be mitigated at the expense of running fewer trains to Kensington Olympia.
- We welcomed the successful introduction of longer trains on the Jubilee line, and discussed in detail the designs for **new rolling stock** to be introduced on the Metropolitan and Victoria lines. We were glad to be able to inspect and comment on a mock-up of the new trains to be used by South Eastern for domestic services on the CTRL.



"My complaint was dealt with very quickly and efficiently. I would have no hesitation in recommending you to other people with transport difficulties."

Mrs L J, Leatherhead

Our year continued



"I felt supported in my actions and it is important that people do not feel alone when complaining."

Ms S J, Barnet

- We were encouraged to learn about the Underground's efforts to find effective ways of reducing the rising temperatures in trains and stations below ground.
- 2005 saw the final departure of the long-serving **Routemaster** buses from London's streets, except for a handful retained as tourist attractions. We understand this vehicle's sentimental appeal, but we declined to support the campaign for it to be reprieved because it falls so far short of contemporary standards of safety and accessibility. We were pleased to inspect the 'Spirit of London' as a foretaste of the design standards required of the next generation of London's buses.
- We gave evidence to scrutinies conducted by the **London Assembly** into bus driving standards, into London Buses' arrangements for consultation on changes to its services, and into the value for money of its service contracts. We were encouraged that the Assembly's findings broadly endorsed our submissions, and we are continuing to explore with London Buses the scope for further research into the causes of friction in driver/passenger relations.
- We discussed with London Buses its strategy for further improving the accessibility of its network to **passengers with disabilities**, and noted with encouragement the improving trend in the reliability of the wheelchair ramps now fitted to all vehicles.
- One particular source of complaint is the effectiveness of the procedures for transferring passengers from buses whose journeys are curtailed en route. Another is the **conduct at stops and on board** of pupils travelling to and from school, and more generally that of young people (who now enjoy free bus travel until they are 16). We have rehearsed these issues with London Buses, and were particularly interested to learn of initiatives taken by Croydon council to promote responsible behaviour by young travellers.
- We examined plans from National Express for the **new coach and bus station** at Heathrow Central, and from TfL for improved bus stopping arrangements at Finsbury Park.

- In our comments on the Mayor's proposals for modifying the **congestion charging** scheme, we argued in favour of a two-zone approach, so that car users resident in the area of the future western extension would not benefit from charge-free access to the existing area. And we were not persuaded of the case for an earlier end to the charging hours.
- We have carefully scrutinised all of the draft **Local Implementation Plans** sent to us by the London boroughs. These give local effect to the Mayor's transport strategy, and in our comments we have emphasised the importance of effective parking restraint, the enforcement of Red Routes and bus priorities, and the need to make proper provision for the needs of cyclists and pedestrians.
- We are developing a closer relationship with the directorates within TfL responsible for London's strategic road network. Among the **street management** issues we have explored with them this year are the operation of traffic signals, the use of CCTV to detect violations of traffic regulations, the maintenance of drains and manhole covers, the capabilities of the Traffic News website, and the criteria for introducing bus lanes. We have looked in particular at the plans for the Route 38 corridor as a demonstration model for a whole-route approach to intensified bus priority.
- We are very conscious of the importance of integrating effective street management into wider schemes for enhancing the **urban environment**. We examined the improvements achieved at Newington Green, and the emerging plans for Marble Arch and for the 'Lewisham Gateway'.
- We have kept TfL's policies for **door-to-door transport** under review, and supported the closer integration of the Dial-a-Ride and Taxicard schemes. We were glad that our suggestion of introducing a 'travel assistance' scheme to give mobility impaired users the knowledge and confidence they need to travel alone on public transport has been taken up.
- We organised a public debate to inform ourselves more fully about the arguments surrounding the highly controversial **West London Tram** proposal. We concluded that if the forecast growth in demand for public transport in the Uxbridge Road corridor materialises, it is unlikely that it could adequately be met by any other means, but that there are serious questions about traffic displacement and environmental impact which TfL must answer if it is to win the local support needed for the scheme to succeed.
- Use of TfL's on-line **Journey Planner** is steadily increasing. We have discussed a number of possible enhancements, including access from mobile phones and offering information about how to make step-free journeys.
- Takeup of TfL's **Oyster smartcard** continues to grow apace. We have raised with TfL a number of practical problems encountered by users, including shortcomings in the telephone helpline, difficulties in having faulty cards replaced, and administrative errors which led to the rejection of many applications for the student version of the card. We were glad to be able to reach agreement with TfL on fairer compensation arrangements for lost cards.
- But the non-availability of Oyster's **pay-as-you-go** 'electronic purse' facility on most National Rail routes has caused widespread confusion to passengers, many of whom have been charged penalty fares as a result. We have pressed the train companies to publicise their rules more effectively, and to be more sympathetic in their treatment of honest travellers who break them unknowingly.
- We were delighted when, after many years' pressure, TfL established an independent body to adjudicate on its own **penalty fare appeals**. The members of this panel are nominated by London TravelWatch.



"Very helpful and good to know someone can fight your case."

Mrs A L, Dulwich

Our agenda

The only forecast for 2006-07 that we can make with certainty is that our agenda will be no less crowded than in the year covered by this Annual Review. New issues are constantly emerging, and there are some which can already be foreseen.

- Plans for the new **North London Railway** franchise, the first to be sponsored by TfL, will be taking shape. The Mayor has announced that they will include new trains, higher service frequencies, more staff, better security, and enhanced amenities at stations. We look forward to discussing these in detail, as a member of the North Orbital Rail Partnership which we have recently accepted an invitation to join.
- Phase 1 of the **East London Line extension** is now under construction. We will be saying farewell to Shoreditch station, as it makes way for the new line to be built, and keeping a close watch as the designs for the new trains and stations emerge.
- We have given evidence to the Government's review of role and structure of the **British Transport Police**, the outcome of which will be announced soon.
- We also made a submission to **Rod Eddington's** study (for the Department for Transport and the Treasury) of the links between transport investment and economic performance, and are awaiting his report.
- **Forthcoming scrutinies** to which we are contributing include inquiries by the House of Commons Transport Committee into the bus industry and into rail franchising, and by the London Assembly into TfL's fares policies.
- We have recently received presentations from advocates of ultra light rail and of trolleybuses. We will be considering what part, if any, such **intermediate modes** of transport technology may play in meeting London's future needs.
- As the year ended, there were encouraging signs that our campaign for OysterCards programmed with **pay-as-you-go** to be accepted for travel by National Rail within London would succeed. We will be pressing for a speedy roll-out of the ticket equipment and of the switch to zonal pricing needed to bring this into effect.
- London Buses is intending to press ahead with plans for **cashless bus** operation on all of its routes. We will be opposing these unless it can provide adequate safeguards (such as flat-fare machines at all stops or on board) to ensure that passengers without prepaid tickets will not be prevented or deterred from travelling.
- Under its **Railways for All** programme, the Government has announced an initial list of stations at which it has asked Network Rail to begin feasibility studies to identify how access can be improved. Twenty of these are in the London TravelWatch area, and we will be engaged with other stakeholders in seeking the most appropriate solutions.
- The allocation in TfL's budget for investment in 'soft measures' for **travel demand management** (such as individualised marketing approaches, and green travel plans) has risen by 50% for the year ahead. We have stressed to the London Assembly and to TfL that such initiatives have the potential to deliver significant transport benefits at relatively low cost, and will be observing progress in this area with close interest.

"London TravelWatch is approachable and helpful at all times."

Mrs P T, Willesden



Extracts from our casebook

- Mr L challenged the accuracy of c2c's published punctuality data, because they did not reflect his own travel experiences. Initially, the company denied his charges on the grounds that its figures were based on computer records which were infallible. When London TravelWatch checked Mr L's travel diary against the records for individual trains, the evidence of inconsistencies was clear. Eventually, the company acknowledged that there was a systematic error in the formula it used for calculating arrival times at the terminus, and that the recording system was to be recalibrated.
- Mrs C complained that Silverlink offered her only limited compensation when passengers were held for nearly three hours on a train which had become trapped on a section of electrically-isolated track, causing her to miss an important business engagement. London TravelWatch persuaded the company to meet her claim in full. Equally importantly, our representations helped to persuade Network Rail to modify its power supply system to reduce the risk of the problem recurring.
- Mrs K complained that the information on Thameslink's website about season ticket refunds differed from that on the relevant application form. When London TravelWatch intervened, the company undertook to amend its website.
- Mr S was annoyed that, when the fares changed, the cost of his journey rose by £1.60 although other fares between stations in the same zones had gone up by only 10 pence. London TravelWatch discussed the matter with 'one' Railway, and the fare was reduced.
- When alighting from a train, Mr I tore his jacket on a piece of metal protruding from the window. Midland Mainline denied all responsibility, and declined to contact an independent witness whose details he had given. London TravelWatch obtained a statement from the witness, on the basis of which the company offered £60 in compensation, which we persuaded it to raise to £100.
- Bus route 215 is extended every summer to the Lea Valley campsite, which is popular with European tourists visiting London. The road access became unusable and London Buses decided to withdraw the service. London TravelWatch persuaded Essex county council to carry out the necessary repairs and the bus link has been reprieved.
- Miss P purchased her Travelcard from a local shop and was not informed correctly about the zones she needed for the journey she regularly made. Consequently, for several years she paid a higher fare than was necessary. When London TravelWatch took up her case, Transport for London offered her £50 as a gesture of goodwill.
- Mrs D suffered a minor injury when she became caught in the ticket gates at Waterloo. She reported the incident at the time, but because nothing was entered in the station log book, her subsequent compensation claim was denied on the grounds that there was no evidence of negligence. After seeking help from London TravelWatch, she received an apology, a bouquet of flowers and the offer of a tour of the station. London Underground undertook to review its handling of insurance claims to make the process more user-friendly.
- When Mr C telephoned to enquire about a bag he had left on a train, he was relieved to be told it had been found. But by the time he called at the lost property office, it had disappeared. Letters and emails went unanswered until he contacted London TravelWatch, who persuaded 'one' Railway to pay him £160, the value of the missing item.
- Mr W received a court summons for fare evasion after his identity had been stolen. Although Thameslink accepted that he was an innocent victim and withdrew the case, he could get no written confirmation of this and had to attend the court. London TravelWatch argued that he should have been given much earlier notification that the case had been dropped, and that the court should have been advised of this. The company agreed to pay him £150 in recognition of the stress and inconvenience he suffered.

"Explanation of final outcome was very detailed and comprehensive."

Mr F, Walthamstow



Our funding

London TravelWatch is funded entirely by the London Assembly (in accordance with Schedule 18 of the Greater London Authority Act 1999), apart from small sums received in bank interest and from Passenger Focus in payment for consultancy services provided.

We are grateful to the London Assembly for its continuing support for our work.

In 2005-06, our total income amounted to £1,531,935 and our total expenditure to £1,541,147.

Our full audited accounts can be seen by visiting our website at www.londontravelwatch.org.uk.

Income



Passenger Focus consultancy
London Assembly grant

Expenditure



Capital equipment
Members' pay and costs
Supplies and services
Accommodation
Staff pay and costs

Our performance

In 2005-06, we received and investigated 1521 issues brought to us by transport users.

Of these, 63% were about problems encountered with National Rail services, 7% about London Underground, 19% about London buses, and 10% about other services provided by Transport for London (or jointly with National Rail) such as Oyster and Travelcards.

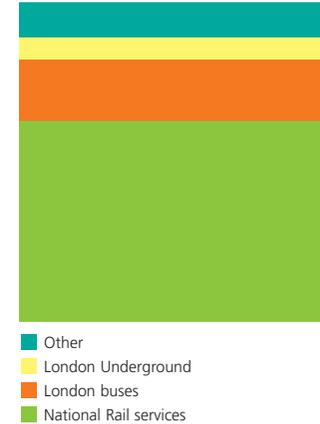
The top three topics raised by National Rail users were station facilities and environment, fares and tickets, and refunds and claims. The top three topics raised by Underground users were fares and tickets, station facilities and environment, and refunds and claims. The top three topics raised by bus users were staff conduct, suitability of routes/times, service quality and environment, and fares and ticketing.

The comments and complaints we receive are many and varied. The most significant issues which arose this year were problems arising from the introduction of Oyster card (especially the non-availability of pay-as-you-go on National Rail), the reduced services on 'one' West Anglia's routes in north London, the planned reduction in opening hours at ticket offices on South Eastern Trains' stations, and the attitude and behaviour of bus drivers. Street management problems are relatively uncommon.

Our aim is to acknowledge and record all the cases we receive, and when appropriate to forward details to the transport provider concerned, within five working days. In 2005, we met this target for 46% of cases (17% fewer than last year). When our investigation is complete, our aim is to send a final reply to the user who raised the matter within 20 working days. We met this target for 83% of cases (15% more than last year).

We poll everyone who seeks our help, to check how they feel about the service we provide. We measure their replies on a scale from 0 to 100, where 0 indicates total dissatisfaction and 100 indicates complete satisfaction. This year, they awarded us 75 for the manner in which we handled their cases (one point lower than last year), and 69 for their satisfaction with the eventual outcome (two points higher).

Share of topics raised by type of transport



Other
London Underground
London buses
National Rail services

Our people

Our Chairman

Brian Cooke (Orpington).

Our Deputy Chairmen

Katrina Hide (Whetstone) and Charles King (Coulsdon).

Our members

Members who served throughout 2005-06 were Ron Brewer (Wanstead), Valeria Coots (Woking), Lisa Egan (Somers Town), Gail Engert (Muswell Hill), Elizabeth Hall (Mile End), Libby Kemp (Acton), David Lancaster (Brentford), David Leibling (Northwood), Emma Lonergan (Colliers Wood), Sasha Morgan (Spitalfields), Alice Naylor (Clapham), Ruth Samuel (Tooting), Tony Shields (Chalfont St Peter), Patty Singleton (Whitechapel), Celina Smith (East Finchley) and Andrew Theobald* (Sutton).

*Except during the 2005 General Election campaign.

Members who retired during the year were David Bertram (Twickenham), Julia Edwards (Barnsbury), and Fitzroy Beckford (Battersea).

Members who joined during the year were Roxanne Glaud (Harringay), Tracey Proudlock (Wood Green) and Virginia Rounding (Hoxton).

Members of London TravelWatch are appointed by the London Assembly, normally for a four-year term. Vacancies are advertised in the press and on www.london.gov.uk.

Our staff

Chief Executive's office: Rufus Barnes (Chief Executive), Paula Williams.

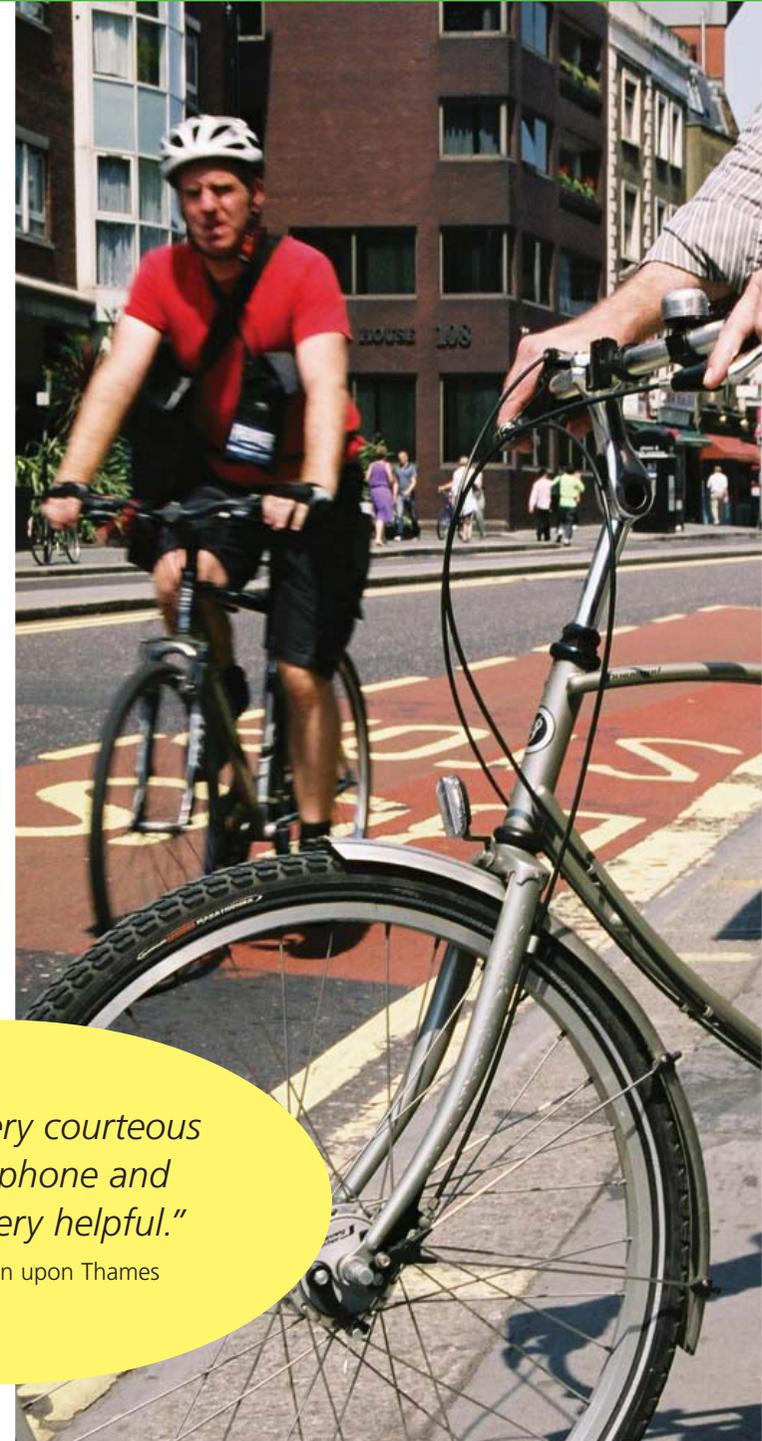
Strategy and committee services team: John Cartledge (Deputy Chief Executive), Greg Hargest, Dolores Keane, Adam Kirkup, Dan Taylor.

Public liaison team: Bryan Davey (Director), Margaret Amu, Simon Barnabas, Keletha Barrett*, Jo deBank, Jaskiren Deol, Christine Evans, Emma Gatelan#, Nigel Grey*, John Hunt, Jenny Mourton#, David Rose, Chloe Sault#, Mike Spittles.

Finance and personnel team: Patti Tobin (Director), Sandra Ambo, Paul Kasozi, Jane Sugarman.

Research and development team: Tim Bellenger (Director), Suzanne Fry, Jerry Gold, Vincent Stops.

*Joined this year. #Left this year.



"They were very courteous on the telephone and generally very helpful."

Mr N D, Kingston upon Thames

Our area

Our office

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Nearest stations: Barbican, City Thameslink, Farringdon, St Paul's

Nearest bus stops: Barbican (routes 4, 56, 153),
Snow Hill (routes 17, 45, 63)

Nearest car park for Blue Badge holders: West Smithfield

Nearest cycle parks: West Smithfield, Long Lane

Our meetings

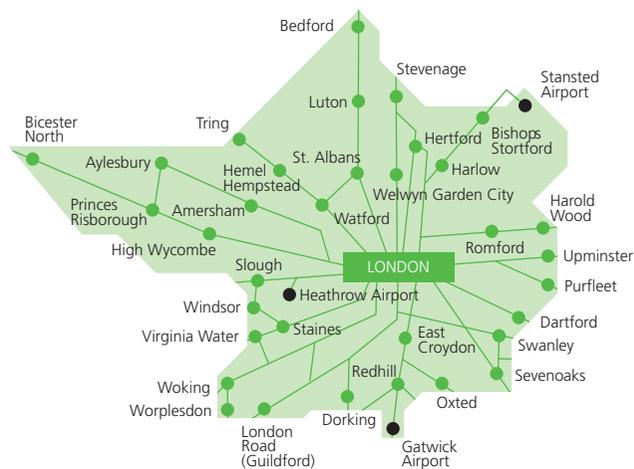
Meetings of London TravelWatch and its sub-committees are open to the public. For details of dates, times and venues, please check our website.

Our website

For London TravelWatch news releases, publications, agenda papers and links to other transport organisations, visit us at www.londontravelwatch.org.uk

Our newsletter

Register to receive our monthly e-newsletter at <http://newsletter.londontravelwatch.org.uk/em-signup>.



London TravelWatch is the operating name of the London Transport Users' Committee

Published by London TravelWatch ISSN 1750-9610

Designed by *****langsford www.langsford.co.uk

Photography by Dean Beevor www.deanbeevorphotography.com

Printed by Impressions on Revive uncoated recycled paper, which is made from 80% de-inked post consumer waste and 20% mill broke and is mainly elemental chlorine free