



The voice of transport users

*"I hope that Parliament
can give London TravelWatch
more powers"*

Mrs W Y, Bow

Annual Review 2007

*"It's nice to have someone else
to talk to when you're dealing
with big companies like TfL"*

Mrs P T, Erith

*"All credit to you for
achieving a brilliant result"*

Mr C R, 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, accessibility, 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, 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.

Our Chairman writes



Life at London TravelWatch is never dull. Each day presents fresh demands. It is essential that the organisation is structured and resourced in a way that maximises the value for money which we offer, and the constructive use we make of the time and expertise of both members and staff.

During the year, we carried out a thorough review of our internal governance. I was pleased when the London Assembly accepted my recommendation that in place of a Committee of 22 members, meeting infrequently and working mainly through standing sub-committees, we should become a Board of 13 members who meet, normally in public, at least once a month. Our array of subsidiary bodies has been reduced and rationalised.

Moving to the new arrangements necessarily involved parting with many members who had given loyal service over the years. I am very grateful to all of them for having recognised the need for change and co-operated readily in this process.

In particular, I would single out the contributions of our two former Vice-Chairs.

Charlie King was first appointed to a predecessor body back in 1975, and brought a remarkable wealth of knowledge to the role, not least in the complex field of fares and ticketing. We were delighted when he was awarded an MBE in recognition of his service to London's travelling public.

Katrina Hide's expertise, particularly in the sphere of health and safety, was of equal value to us during her six years of membership, and is warmly acknowledged.

Our Board is a blend of experience and fresh faces. Championing the interests of all those who live or work in or visit London, making many millions of journeys each day on the capital's transport network, is a fascinating and challenging task.

Our staff, so well led by our Chief Executive, Rufus Barnes, do an amazing job and they too have adjusted very well to the new structure for which I thank them most sincerely.

Brian Cooke FlntTT
Chairman

Our Chief Executive writes



I am determined that London TravelWatch should be at the forefront of up-to-date practice in good governance. We constantly review our procedures to consider when and how improvements can be made.

January 2007 saw the appointment of a smaller, more strategically focussed London TravelWatch Board. I have implemented changes to the way our secretariat functions, with schemes of delegation approved by the Board giving greater day-to-day responsibility to staff.

I was delighted when we received re-accreditation as an Investor in People under the recently revised and more exacting requirements of this standard.

In order to comply with the requirements of the new Disability Discrimination Act, I established a steering group of members and staff to prepare a Disability Equality Statement. In this London TravelWatch is committed to taking action to ensure that our policies are all-embracing and that we make any reasonable adjustments needed to the way we work to assist people with various disabilities. We have commissioned access audits of our accommodation and our website, and are making changes to address the issues identified. All members and staff will this year receive Disability Equality training.

We are working with a member of the new Commission for Equality and Human Rights to identify what recent changes to the law will mean for transport users. We will facilitate a meeting with the railway industry and Passenger Focus to take this forward.

We have prepared business continuity plans to manage the various scenarios that might limit our ability to continue our activities under abnormal conditions. We participated in the Greater London Authority's avian flu planning exercise.

Our sponsor, the London Assembly, carried out a corporate healthcheck of London TravelWatch which identified issues both for us and for the on-going relationship between our two organisations. Work is progressing to address these.

Rufus Barnes
Chief Executive

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 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 children
- **staff** who are alert, helpful, highly-motivated, well-informed, and committed to offering 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 of the service
- **ticket systems** which are user-friendly, flexible, and appropriately integrated between different operators and types of transport
- **transport providers** who are approachable, communicative and genuinely receptive to suggestions, take complaints seriously, and have proper redress mechanisms for when things go wrong.

*"Exceptional, very helpful
and reassuring, especially
to a disabled traveller"*

Ms S J, Barnet

*"I wouldn't hesitate to recommend
London TravelWatch to anyone"*

Ms A C, Dollis Hill



Hammersmith & City →
Metropolitan and Circle lines

"Excellent service – shame the railways aren't up to scratch like London TravelWatch"

Mr J O, Catford

"I was kept informed of what was happening every step of the way"

Miss C A, Stoke Newington


Our year

A selection of some of the main issues which have occupied us in 2006-2007...

- The **safety and security** of the travelling public are always high on our agenda. We welcomed the decision of Transport for London (TfL) to fund Safer Travel Teams of community support officers to patrol the transport systems, and submitted detailed comments on the consultation draft of its first Community Safety Strategy. We drew several local newspaper editors' attention to the section of the Press Complaints Commission Code which calls for restraint in the reporting of suicides (because of the risk of encouraging copycat behaviour) after a number of such incidents at stations. We voiced concern to London Underground at the length of time which was taken to evacuate passengers after a train failed in a tunnel on the Central line.
- We welcomed the Government's decision to retain the **British Transport Police** as an autonomous force, in line with our evidence to its review, and we met BTP officers to examine lessons learned from Operation Shield in which metal detectors were used to identify passengers carrying weapons on the railway.
- We discussed with representatives of the Department for Transport (DfT) and Network Rail the criteria to be used in assessing applications for grants from the Government's new Access for All scheme, which provides matching funding for projects to improve the **accessibility of railway stations** for people with disabilities. We welcomed the announcement of the first tranche of such awards, which will benefit users of 15 stations in our area. We reviewed with London Underground (LUL) the progress made towards its target of providing step-free access to one-third of its stations by 2013.
- We met the heads of the various sections within TfL's Streets directorate, to strengthen our dialogue with TfL on its policies and plans for the management and development of London's **main road network**. Among the issues we discussed with them were the upkeep and phasing of traffic signals, the scope for providing real-time information to drivers by variable message signs, the design of the Traffic News website, technical developments in traffic control such as the experimental tag and beacon system for road user charging, the impact on congestion of utilities' street works, and trends in road safety.
- We visited the new London Traffic Control Centre. We explored TfL's approach to the use of priority measures to maximise the capacity of its roads, and welcomed research which demonstrated the economic benefit of enforcing traffic regulations effectively. Though we had criticised some details of the scheme, we supported the western extension of the central London **congestion charging** zone and were pleased that it came into operation very smoothly.
- Roads are not only for motorised traffic. We discussed with the campaign group Living Streets how London's streets can be made more **pedestrian-friendly**, e.g. by removing much unnecessary guard railing and other superfluous clutter. We undertook a sample 'community street audit' of the area in which our office is sited. We learned with interest about the Legible London project, which aims to rationalise and enhance wayfinding systems for people moving around the capital on foot.
- We responded to **consultations by TfL** on the possible licensing of pedicabs and on its plans for environmental improvements at the Bounds Green junction on the North Circular Road, as well as to one by Kensington & Chelsea council on the proposed remodelling of Sloane Square.
- We continued to comment on all proposals for major **changes to bus routes** and frequencies, and looked in particular at plans for serving the new Terminal 5 at Heathrow. We were pleased that we succeeded in having route 2 extended to Marylebone, route 261 extended to Bromley hospital, and a much later weekday service introduced on routes 507 and 521. We have reviewed and strengthened our consultation arrangements with the 33 London councils, in order to ensure that our comments are properly informed by knowledge of their views.
- We carried out counts at Waltham Cross bus station of the number of passengers affected by **the loss of through services** between Hertfordshire and Enfield, and met London Buses and the councils concerned to discuss our findings.
- We examined the pilot 'iBus' project on route 149, which offers the prospect of more reliable **real-time information** at stops together with automatic 'next stop' announcements on board. We explored the adequacy of information provided to passengers when temporary route diversions leave some stops unserved.


Our year continued

- We registered concern at proposals by Bexley and Ealing councils to remove or curtail a number of **bus lanes**, and we were interested to learn about London Buses' vision for '3G' (third generation) bus priority measures, including a whole-route approach to enforcement and the use of satellites to track vehicle locations.
- We discussed with London Buses its programme for improved training of **bus drivers**, by means of a compulsory BTEC qualification which includes a module on 'customer care'. We voiced our concern at the need for effective supervision of school pupils whose behaviour can be a cause of distress to other passengers. We investigated the use of CCTV images recorded on buses as a source of evidence when complaints are made against drivers, and the application of the system of 'code red' emergency calls made over the bus radio network.
- We questioned London Buses about its policies for licensing **tourist bus** services in the capital, and about the experience to date of its two 'heritage' routes on which Routemaster vehicles still run.
- ^a We supported the introduction of **zonal pricing** for ordinary tickets on National Rail services in London, an essential step towards the extension of Oyster card pay-as-you-go availability to these journeys (to which the government and train companies are now publicly committed). We were sorry that this led to exceptional increases on a few routes where fares had historically been low, but concluded that harmonisation is in the overall interest of passengers in the longer term.
- We objected vociferously to the decision of First Capital Connect to impose evening peak restrictions on the use of many **cheap day return** tickets, and persuaded it to reduce the range of journeys to which these now apply. We discussed with Virgin Trains, a major long-distance rail operator, the rationale underlying its innovative approach to ticket pricing and sales and the need to make its fares policy more understandable to intending passengers.
- We welcomed the Mayor's decision to restrain the increase in **bus fares** to a more modest level than ten per cent above inflation as he had originally proposed, but registered our deep unhappiness at the further widening of the gap between fares paid in cash and those paid electronically. We were pleased that plans entirely to remove cash payment on buses were put on ice for the time being.
- We drew the Government's attention to inequities which will arise if trams are excluded when the forthcoming England-wide scheme of **concessionary travel** by bus comes into operation. And we successfully pressed TfL to require children aged 11 to 14 to be in possession of an Oyster photocard in order to qualify for free travel, as a step towards curbing disruptive behaviour on board.
- We submitted detailed comments on proposals by Southeastern to modify ticket selling arrangements at its stations, whilst welcoming the improvements these offered over a rejected scheme put forward by its predecessor (South Eastern Trains). We repeatedly urged London Underground to take steps to address the problem of excessive queuing times at those **ticket offices** where National Rail passengers arriving from other parts of the country (who are therefore unlikely to hold Oyster cards) start their Underground journeys.
- We raised with TfL a number of problems relating to **Oyster cards** which arose in the course of our appeals casework. These included the security of personal data on holders, the performance of the telephone helpdesk, the adequacy of information for new card users, the possibility of automating sales, the sufficiency of sales outlets in areas not served by the Underground, and the difficulty of obtaining printouts of journeys made (in lieu of tickets).
- At the request of the House of Commons Transport Committee, we provided evidence for its inquiry into **ticketing systems** on public transport generally.
- We published a research report on *Getting to the station*, in which we explored a range of issues related to **station access** arrangements, including policies for car parking. We were pleased to co-sponsor an industry conference on this topic. We discussed with Network Rail its corporate approach to station regeneration, and the part which such schemes can play in the renewal of the localities they serve.
- We responded to a consultation on the Mayor's plans for the **redevelopment** of the area surrounding Waterloo, and the associated scheme for remodelling the station itself. Other important projects which came under our spotlight this year included the White City development (which will include new stations on both the Hammersmith & City and the West London lines, and a new bus interchange), the plans for the Cricklewood railway lands (including a new station on the Thameslink route), the congestion relief scheme at Victoria Underground station, and the proposed reconstruction of Cannon Street main line station.
- We kept in close touch with the Olympic Delivery Authority about its transport strategy for **the 2012 games**, and submitted comments on the plans which it published for consultation. We continued to press for an improved interchange link between the international and regional stations at Stratford, and registered our disappointment at Eurostar's decision not to start serving Stratford as soon as the new high speed line between Ebbsfleet and St Pancras opens towards the end of 2007. We reiterated our continuing concern at a number of apparent deficiencies in the passenger amenities to be provided at St Pancras itself.
- We paid careful attention to the local transport deficiencies on match days which have emerged as a result the opening of Arsenal FC's **Emirates stadium**, and discussed the remedial action needed with the police, transport operators and Islington council.
- We debated the relative capabilities and costs of the various '**intermediate modes**' of transport which lie on the technological spectrum between conventional buses and trains. We responded to consultations on the routeing of the proposed Cross-River Tram between Kings Cross and Kennington/Peckham, on the planned extension of the Docklands Light Railway to Barking Reach, and on a possible extension of Croydon Tramlink to Crystal Palace.
- We discussed with TfL its emerging plans for future **travel demand management**, including the pilot scheme launched this year in Sutton.




*"A model in terms
of consumer service,
courtesy and efficiency"*

Mrs A P, Camborne



*"A difficult job seen through
to a successful conclusion"*

Mr J S, Doncaster

A photograph of the interior of a London bus, showing passengers seated and standing. The image is overlaid with a yellow tint. Two yellow ovals contain text from passengers. One oval is in the upper center, and the other is in the lower left. The bus interior features yellow seats, white poles, and windows. A man in a white shirt is standing in the aisle, and several other passengers are seated, some reading newspapers. A newspaper in the foreground has the headline "42°C on the buses".

*"I just wish I knew
about you many years ago"*

Mr R D, Enfield

*"Clear and detailed reply
following a thorough investigation"*

Mrs L E, Sidcup

Our year continued

- We kept a close watch on trends in operators' **service performance**, and called them to account when shortcomings emerged. We continued to publish a quarterly report on the performance of the National Rail operators, which is available on our website or in hard copy on request. We pressed 'one' Railway and First Great Western for explanations of their disappointing results, in terms both of the 'public performance measure' (which tracks punctuality and cancellations) and of the National Passenger Survey sponsored by Passenger Focus.
- We reviewed with Chiltern Railways the lessons learned when its services were interrupted for several weeks by the collapse of the 'Tesco tunnel' at Gerrards Cross. We raised with Network Rail and the fire brigade the disruption caused by **fires in lineside premises** involving gas cylinders.
- With the support of the *Evening Standard*, we promoted a petition on the Number 10 website drawing attention to the increasing levels of **crowding on peak trains** in London, and calling for action to increase their frequency and length.
- We met senior officials both of London Underground and of the two infrastructure companies (Tube Lines and Metronet) contracted under the **public-private partnership** to undertake the physical renewal and upgrading of the Underground system. We were particularly concerned at the impact on passengers of signal failures and of overrunning weekend engineering works.
- We inspected and made comments on a mock-up of the new trains being ordered for use on the Victoria line. We voiced doubt as to whether it would be practicable for a single design of train to replace all of the types of **rolling stock** used on the Underground's sub-surface lines, because of their varying loading levels and journey lengths.
- We met representatives of Southern to discuss a suggestion that as part of a renovation scheme, the toilets should be removed from its Class 456 trains to create additional seating space. And we reviewed with the Association of Train Operating Companies the factors underlying the variance in the levels of **mechanical reliability** achieved by different types of train.
- We discussed with Network Rail the implications for London of its strategic business plan. We welcomed its acceptance (in its Cross London **route utilisation strategy**) of the need for sufficient capacity to run four trains an hour on the London orbital lines. We emphasised to the government the importance of maintaining the frequency of service at local stations, and the link to Watford, in its forthcoming decision on the strategy for the Brighton line.
- We congratulated Chiltern Railways on the timely completion of its project to **enhance capacity** on the Marylebone line. We kept in close touch with the progress of the parliamentary bill seeking powers for the construction of the Crossrail project, and gave evidence to the select committee set up to examine it. We were encouraged when the Thameslink programme finally received all of the necessary planning consents, following our public hearings into the associated station closures, although it remains unfunded.
- We were glad when London Underground accepted our case for running an evening service on the Woodford-Hainault section of the Central line and that, following our representations, **extra trains** are being provided by Silverlink, Southeastern, Southern, First Great Western and Chiltern to fill some of the gaps we identified in their respective timetables. We continued to press for an improved level of service on the Greenford branch.
- We met the companies bidding for the new Cross Country, East Coast and East and West Midlands **rail franchises** (all of which will inherit some existing services in our area) to brief them on our aspirations for future service specifications. And we emphasised the need for service enhancements and station improvements to the contenders for TfL's London Overground concession, which will replace Silverlink Metro in late 2007.
- We had detailed discussions with London Underground on the timing of – and publicity for – **pre-planned closures** needed to allow engineering work to be undertaken on the system, and in particular on the alternative travel arrangements which will operate during the forthcoming blockade of the East London line. We met Fraser Eagle, a company which specialises in providing replacement coaches for several National Rail operators as well as the Docklands Light Railway, to gain an insight into how such services are planned and operated.
- We continued to monitor the level of **litter on railway land** at a number of sites around London, and drew attention to the problem when necessary. We are pleased to acknowledge the clear signals that Network Rail is now taking its legal duty to clear rubbish more seriously.
- We were successful – after prolonged pressure – in persuading Network Rail to **replace the platform canopy** at Oakleigh Park and carry out much-needed repairs at New Southgate.
- We conducted sample audits of the **complaint-handling** arrangements in London Buses', Southeastern's and South West Trains' customer service centres. We had constructive discussions with both operators about their procedures, and about the quality of the responses to complainants which we examined.


Our agenda

The only safe prediction we can make is that the year ahead will be a busy one. But some probable activities and themes can already be forecast.

- The government will be publishing a white paper on its vision for the National Rail network, and the 'high level output specification' for Network Rail. This is likely to include a decision on the future of the **Thameslink** programme.
- The future extent of TfL's role in specifying **rail services beyond Greater London** should be determined. This may lead to a realignment of the boundary of the area served by London TravelWatch.
- The outcome of the government's comprehensive spending review will set the financial context within which TfL can develop the plans and programmes needed to deliver its recently-published vision for **Transport 2025**.
- Consultation will begin on TfL's plans for delivering its **network management duty** on its road network, and for redefining the status of compulsory and request **bus stops**.
- Our newly-established task force on **access to hospitals** will be getting under way.
- We will be publishing the findings of our studies of **signage to stations** on the London Overground route, and of the impact of traffic congestion on **Sunday bus services**.
- We will be initiating some research into passengers' requirements for **bus destination blinds** and into motorists' requirements for **real-time traffic information**.
- We will be responding to the Network Rail's consultation on the **Greater Anglia** route utilisation strategy.
- We will be contributing to the London Assembly's scrutiny of passenger **security on buses**.
- We will be making recommendations to the government about the working of the appeals systems for **penalty fares**.
- We will be judging the **Station of the Year** category at the annual London Transport Awards.

Extracts from our casebook

- Mr C received a penalty charge notice when he left his vehicle on waste ground adjacent to the **car park** at New Eltham. Southeastern's parking contractor maintained that cars should be left only in the bays marked. London TravelWatch persuaded the company to erect a 'No Parking' sign at the spot.
- Mrs J was not told when she arranged her rail journey that because of **engineering work** part of it would be on a replacement bus. The bus driver became lost and she was delayed. Virgin Trains initially offered £30 in vouchers. On appeal, it agreed to repay 50% of the ticket price and sent a cheque for £79.80.
- Mr D suffers from asthma and tried for more than a year to have a **no-smoking** shelter provided at Kensington Olympia. When London TravelWatch intervened, London Underground installed the shelter.
- Mrs R tried three times to buy tickets but was unable to do so because the computer in the booking office had failed. By the time it was reinstated, the **cheaper fares** she wanted were no longer available. Silverlink agreed to provide vouchers worth £40.
- Mrs B's son's **Child Oystercard** was withdrawn when it failed to register on a bus. He was given an Unpaid Fares Notice to finish his journey. TfL eventually offered a full explanation and a cheque for £25.
- Mr S appealed against a penalty fare issued to him because he travelled beyond the availability of his ticket. He claimed that the **warning posters** at Victoria did not meet the legal requirements for clarity and visibility. Southern agreed to erect additional posters, and to reimburse the penalty fare as a gesture of goodwill.
- A fares increase was due on 2 January, so Mr B tried to renew his annual Travelcard on 31 December, but was unable to do so because of **industrial action**. We persuaded TfL to refund him the extra £150 he had had to pay.
- Miss B bought a ticket via the internet for collection from an **automatic machine**. When tickets were inspected on the train it was missing, although she did produce the seat reservation and receipt which had been issued with it. GNER agreed to waive the excess fare it had demanded.
- Wrong information given by the **Oyster Helpline** resulted in Mr S paying an extra £100 when he renewed his annual ticket. Initially he was offered only a 50% refund, but London TravelWatch was able to obtain the full amount.
- Mr D complained that the trains on his line were badly ventilated and had erratic **heating and air-conditioning**. At London TravelWatch's request, Chiltern Railways sent him a full explanation of the modifications it was making to these systems, and the new training being given to maintenance staff.
- When Mrs B was made redundant she asked for a refund of the remaining value on her **replacement season ticket**. Initially First Capital Connect refused, but eventually it agreed to pay £1,000.
- Mr H paid for a **rail/hotel package** but his hotel was not booked. London TravelWatch was able quickly to resolve the problem with Eurostar.
- Mr A's dog fell between the train and the platform when alighting, breaking its harness. Fortunately, it was rescued by railway staff without suffering any harm. At London TravelWatch's request, HM Railway Inspectorate asked South West Trains to repaint the warnings on the **platform edge** and remind guards to make announcements on trains approaching the station. SWT paid £40 in vouchers as a goodwill gesture.
- Mr F's season **ticket was stolen** while he was travelling on a bus. At first, c2c refused to issue a duplicate. Eventually, it agreed to do so and to refund £750.
- A gang of youths assaulted a schoolboy on a bus, but as the **CCTV was not working** they could not be identified. On appeal, TfL agreed to offer £100 as a gesture of goodwill.
- Mr K urgently needed the **toilet facilities** when travelling on a late night train, but they were not available. He was not satisfied with the £12 vouchers he was sent, but London TravelWatch persuaded the company to offer a £25 cheque.
- £30 was **incorrectly debited** from Mr S's Oystercard. London TravelWatch persuaded TfL not only to refund this amount but to pay £15 extra in compensation.



*"London TravelWatch
has been immaculate"*

Mr C H, Finsbury Park

*"Glad to know someone
is there to help"*

Mr L P, Homerton

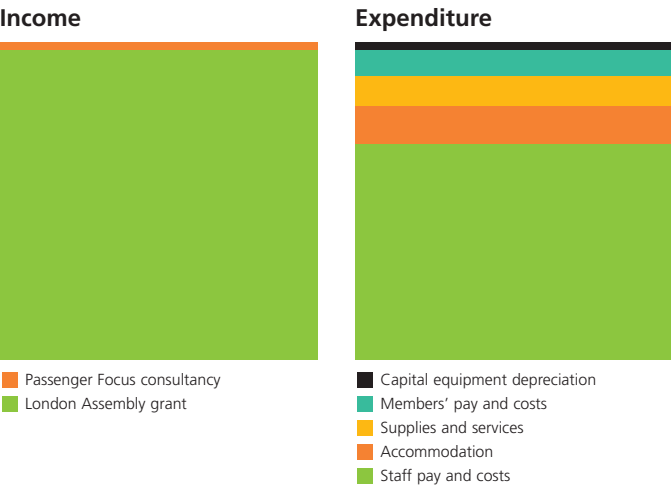
Our funding

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.

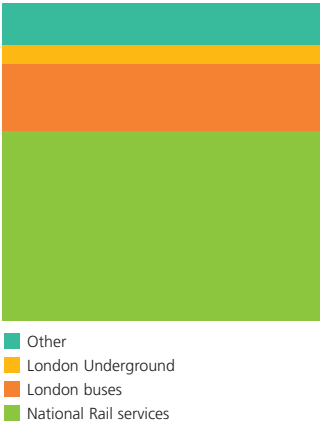
In 2006-07, our total income amounted to £1,574,739 and our total expenditure to £1,551,544.

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



Our performance

Share of topics raised by type of transport



In 2006-07, we received and investigated 1,748 issues brought to us by transport users, 15% more than in the previous year.

Of these, 60% were about problems encountered with National Rail services, 21% about London buses, 6% about London Underground and 13% 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 fares policy and ticketing, refunds and claims, and ticket machines and gates. The top three topics raised by Underground users were fares policy and ticketing, refunds and claims, and complaint handling. The top three topics raised by bus users were staff conduct, suitability of routeing and service pattern, and fares policy and ticketing.

The comments and complaints we receive are many and varied. The issues which arose most frequently this year were the introduction of new ticket restrictions by First Capital Connect, fares increases on Southeastern, problems relating to the issuing of penalty fares, and the attitude and behaviour of bus drivers. Street management complaints 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 2006, we met this target for 56% of cases (10% more than last year). When our investigation is complete, we aim to send a final reply to the user who raised the matter within 20 working days. We met this target for 86% of cases (3% more than last year).

A client who is dissatisfied with our handling of their case can refer the grievance to the Local Government Ombudsman. There were two such referrals this year. In both cases the Ombudsman found no fault with the outcome of our actions, but in one case he decided that it had taken us too long to bring the matter to a conclusion. He recommended a payment of £50 in compensation, a ruling which we accepted.

Our people

Our Chairman

Brian Cooke

Our Deputy Chairs

Katrina Hide and Charles King (until 31.12.06)

Lorna Reith (from 1.1.07)

Our members

Members who served throughout 2006-07 were Ron Brewer (Wanstead), Brian Cooke (Orpington), Gail Engert (Muswell Hill), Roxanne Glaud (Harringay), David Leibling (Northwood), Virginia Rounding (Hoxton) and Andrew Theobald (Sutton).

Members who retired during the year were Valeria Coots (Woking), Lisa Egan (Somers Town), Elizabeth Hall (Mile End), Katrina Hide (Whetstone), Libby Kemp (Acton), Charles King (Coulsdon), David Lancaster (Brentford), Emma Lonergan (Colliers Wood), Sasha Morgan (Spitalfields), Alice Naylor (Clapham), Tracey Proudlock (Wood Green), Ruth Samuel (Tooting), Tony Shields (Chalfont St Peter), Patty Singleton (Whitechapel) and Celina Smith (East Finchley).

Members who joined during 2006-07 were Kevin Davis (Surbiton), Daniel Francis (Belvedere), Teena Lashmore (Stoke Newington), Sarah Pond (Denham) and Lorna Reith (Tottenham). Neil Nerva (Kilburn) joined and resigned within the year.

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), Helen Muchmore*

Committee services and integration 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, John Hunt, Ted Light*, David Rose, 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.

Paula Williams was on maternity leave.

*Joined this year. #Left this year.

Our area

Our office

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Phone: 020 7505 9000

Fax: 020 7505 9003

Email: info@londontravelwatch.org.uk

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: Bartholomew Close

Nearest cycle parks: West Smithfield, Long Lane

Access to all parts of our office is step-free, and it is equipped with an infra-red induction loop.

Our meetings

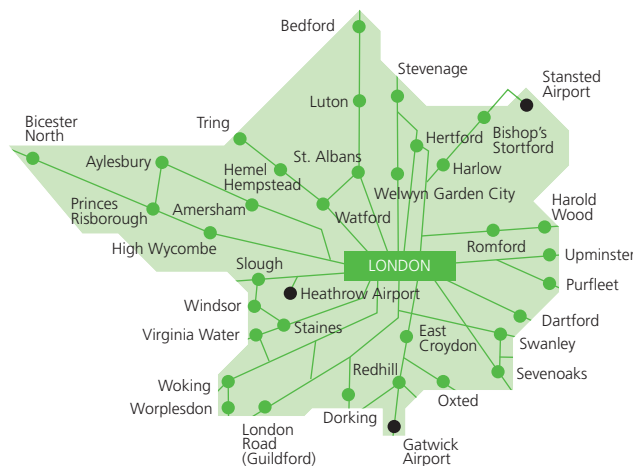
Meetings of London TravelWatch are normally open to the public. For details of dates, times and venues, please check our website.

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>



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