

Board meeting
27.09.16

Secretariat memorandum

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Agenda item: 11

LTW535

Drafted: 19.09.16

Key activities

1 Purpose of report

- 1.1. To advise members of actions undertaken since last meeting by the secretariat or members in relation to any matter pertaining to this committee.

2 Recommendation

- 2.1. That the report is received for information.

3 Information

- 3.1. The table attached at below contains a list of meetings attended by officers of London TravelWatch with various transport providers and organisations. Details of specific activities may be requested via the listed contact.
- 3.2. This report covers both strategic and operational matters that have taken place since the last meeting of members.

4 Equalities and inclusion implications

- 4.1. This report poses no specific equalities and inclusion implications.

5 Financial implications

- 5.1. No specific financial implications for London TravelWatch arise from this report.

6 Legal powers and financial implications

- 6.1. Section 248 of the Greater London Authority Act 1999 requires London TravelWatch (as the London Transport Users Committee) to consider, and where it appears to it to be desirable, to make recommendations with respect to any service or facility provided by or for (or in the case of hackney carriages and private hire vehicles, licensed by) Transport for London, other than a matter relating to the transportation of freight, if it has been the subject of representations made by or on behalf of users of that service or facility. Section 252B of the same Act places a similar duty on the Committee in respect of users or potential users of railway services provided wholly or partly within the "London railway area" as defined under the provisions of the Railways Act 1993.

Organisation/Individual	Notes	Relevant Officers and Members	Date (chronological)
Southeastern	Stakeholder forum	Director, Policy and Investigation	11.07.16
Transport Focus	National Rail Passenger Survey stakeholder forum	Director, Policy and Investigation	11.07.16
Travel Demand Management board	August bank holiday, Thameslink 2016, Festive 2016, Waterloo 2017, summer 2017, Vauxhall fire	Chief Executive	11.07.16
London Assembly Transport Committee	London TravelWatch's annual performance report to the Transport Committee	Glyn Kyle; Chief Executive	13.07.16
Gareth Powell, Director Strategy and Service Development, Transport for London	Rail devolution	Deputy Chair; Chief Executive; Director, Policy and Investigation	14.07.16
Chiltern Railways	Passenger board	Director, Policy and Investigation	15.07.16
Office of Rail and Road	Launch of Health and Safety Annual Report	Safety Adviser	19.07.16
Mayor of London	Clean Air for All Londoners event	Chief Executive	19.07.16
London Transport Community Safety Partnership	Performance report, mayoral commitments, roads reliability, violent and sexual offences	Policy Officer (VS)	19.07.16
Vernon Everitt, Managing Director Customer Experience, Marketing and Communications, and Peter Fletcher, Transport for London	General update meeting, bus hopper tickets, fares, air quality consultation, night tube	Chair; Chief Executive; Director, Policy and Investigation	19.07.16
Christian Roth, Managing Director, South West Trains	Briefing on Waterloo programme	Chief Executive; Director, Policy and Investigation; Policy Officer (RN)	20.07.16
Office of Rail and Road	Populating new ORR complaints template	Casework Manager	20.07.16
Dyan Crowther, Chief Operating Officer, and Myriam Walburger, Head of Corporate Affairs, Govia Thameslink Railway	Emergency timetable, emergency timetable communications, performance, compensation, industrial relations, customer service feedback	Chief Executive; Director, Policy and Investigation	20.07.16
Len Duvall AM	Possible bus user forum for Thamesmead/Abbey Wood area	Chief Executive; Policy Officer (VS); Communications Officer	25.07.16
Keith Prince AM	Introductory meeting for new Conservative transport lead	Chair; Chief Executive	25.07.16

Organisation/Individual	Notes	Relevant Officers and Members	Date (chronological)
Network Rail	Rail Industry Planning Group	Policy Officer (RN)	26.07.16
Department for Transport	National Rail conditions of travel	Director, Policy and Investigation	27.07.16
Govia Thameslink Railway/Network Rail	Alliance board meeting	Policy Officer (RN)	29.07.16
Office of Rail and Road	Ticketing and compensation	Director, Policy and Investigation	01.08.16
Phil Dominey, Joanna Seabright, Mike Preece, Stagecoach	Waterloo closure communications programme	Director, Policy and Investigation; Policy Officer (RN)	01.08.16
Mark Wild, Managing Director London Underground, Transport for London	Mayor's ticket office closure review	Chief Executive; Director, Policy and Investigation	02.08.16
John Gill, Infrastructure Services Director, Network Rail	Regular update meeting	Chief Executive; Director, Policy and Investigation	05.08.16
Rail Safety Standards Board	Steering group on risks to passengers of falling luggage	Safety Adviser	08.08.16
Marek Banasiak, Bus Infrastructure Development, Joel Adams, Bus Infrastructure Development, Martin Rose, Network Development, Transport for London	Bus infrastructure	Chief Executive; Policy Officer (VS)	11.08.16
Sophie Edmondson, Senior Sponsor Road Space Management, Transport for London	Discussion of safety concerns at Aberavon Road	Policy Officer (VS)	12.08.16
Network Rail	Victoria station site visit – signage and information	Policy Officer (RN)	16.08.16
Department for Transport	Fares and ticketing issues	Director, Policy and Investigation	16.08.16
Caroline Pidgeon AM; Keith Prince AM	London TravelWatch budget 2017-18	Chair; Chief Executive	16.08.16
Mark Wild, Managing Director London Underground, Transport for London	London TravelWatch/London Underground engagement, TfL budget, step-free access, ticket retailing, Bank station, ticket office review	Chair; Chief Executive; Director, Policy and Investigation; Policy Officer (RN)	17.08.16
John Traynor, Managing Director, Go Ahead Buses	Catch up meeting	Policy Officer (VS)	17.08.16

Organisation/Individual	Notes	Relevant Officers and Members	Date (chronological)
Val Shawcross, Deputy Mayor of London for Transport, Tim Steer, Head of Transport, Greater London Authority	New Mayor's transport priorities	Chair; Chief Executive	18.08.16
Network Rail	Kent route study working group	Policy Officer (KB)	23.08.16
Arthur Pretorius, Customer Services Director, South West Trains	Current operation of Waterloo station, franchise extension	Director, Policy and Investigation; Policy Officer (RN)	23.08.16
Network Rail/Govia Thameslink Railway	Alliance board meeting	Policy Officer (RN)	26.08.16
David Gloster, Crispin Humm and Jason Webb, Association of Train Operating Companies	Customer journey project, disruption, devolution, travel demand management board, compensation, fares and ticketing, conditions of carriage, ticket office review	Chair, Chief Executive; Director, Policy and Investigation	30.08.16
Kate O'Reilly, Casework Manager, Transport Focus	London TravelWatch's appeals and casework	Casework Manager	01.09.16
Great Western Railway	New Electrostar trains event	Director, Policy and Investigation	02.09.16
Travel Demand Management board	Waterloo 2017, Festive 2016, Network Rail forward look	Chief Executive	05.09.16
Enfield council	Catch up re Cycle Enfield	Policy Officer (VS)	05.09.16
Transport for London	Tower Bridge closure briefing	Policy Officer (VS)	06.09.16
Baroness Jenny Randerson, Liberal Democrat transport spokesperson	Introduction to London TravelWatch and London passenger issues	Chair; Chief Executive; Director, Policy and Investigation; Communications Officer	06.09.16
Transport for London	Conference on data usage and technology development	Director, Policy and Investigation	06.09.16
David Kurten AM	Introductory meeting for new UKIP transport lead	Chief Executive	06.09.16
Peter Bradley, Head of Consultation, Transport for London	Quarterly communications update	Director, Policy and Investigation	07.09.16
Kingston council	Catch up re Kingston's Go Cycle programme	Policy Officer (VS)	07.09.16

Organisation/Individual	Notes	Relevant Officers and Members	Date (chronological)
Shashi Verma, Director Customer Experience, Transport for London	General fares update, bus hopper, Crossrail Elizabeth line fares, ticket office review	Chief Executive; Director, Policy and Investigation; Casework Manager	07.09.16
Alan Bristow, Director of Traffic, Transport for London	Catch up re TfL's Roads modernisation programme	Policy Officer (VS)	07.09.16
Mike Brown, Commissioner for Transport, and Vernon Everitt, Managing Director Customer Experience, Marketing and Communications, Transport for London	Priorities, TfL efficiency savings, ticket office review, rail devolution, interchanges, Old Oak Common/Euston	Chair; Chief Executive; Director, Policy and Investigation	08.09.16
Waltham Forest	Briefing on Waltham Forest's mini-Holland programme.	Policy Officer (VS)	
Parliamentary Advisory Council for Transport Safety	Working party meeting	Policy Officer (RN)	12.09.16
Transport for London	London bus driver of the year judging	Policy Officer (VS)	12.09.16
Rail Safety and Standards Board	Steering group on information to passengers on trains during disruption	Safety Adviser	12.09.16
Chris Gibbs	Southern performance review	Chief Executive; Director, Policy and Investigation; Policy Officer (RN)	14.09.16
Peter Austin, Managing Director, and Sam Russell, Stakeholder and Communications Manager, London Overground	Handover to Arriva, London Overground support during GTR industrial action, Gospel Oak to Barking line, Southern, London Underground ticket office review	Director, Policy and Investigation; Policy Officer (RN)	15.09.16
Faryal Velmi, Transport for All	Ticket office review mystery shopping, interchange issues	Director, Policy and Investigation; Policy Officer (RN)	15.09.16
South West Trains	Stakeholder conference	Policy Officer (KB)	16.09.16
Rail Safety and Standards Board	Platform-train interface strategy implementation group	Safety Adviser	16.09.16
Mike Keegan, Heather Preen, Johnnet Hamilton, Transport for London	Mayor's transport strategy briefing	Chief Executive; Director, Policy and Investigation; Policy Officer (VS)	16.09.16

Organisation/Individual	Notes	Relevant Officers and Members	Date (chronological)
Transport for London	New West Croydon bus station visit	Chief Executive; Policy Officer (VS)	19.09.16
Rail Safety Standards Board	Working group on data to improve the customer experience	Policy Officer (RN)	20.09.16
Caroline Russell AM	Introductory meeting for new Green transport lead	Chair; Chief Executive	21.09.16

During the period, officers also attended events including judging the London Bus Awards.

In addition, all members of staff visited the Pan-London Transport Co-ordination Centres at Palestra.