
Minutes

Agenda item 2

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Date: 3 November 2015

Minutes of a meeting of the London TravelWatch Governance Committee held at 169 Union Street, London SE1 0LL on 18 August 2015, 10.30 - 12.50 hrs

Present:

Members

Chris Brown (CB)

Glyn Kyle (GK)

Stephen Locke (SL)

Abdikafi Rage (AR)

John Stewart (JS)

Ruth Thompson (RT)

Chair, Governance Committee

Secretariat

Janet Cooke (JC)

Chief Executive

Tim Bellenger (TB)

Director, Policy and Investigation

Sharon Malley (SM)

Executive Assistant

Vincent Stops (VS)

Policy Officer (item 9)

1 Apologies for absence

Apologies for absence were received from Richard Dilks.

2 Minutes of the meeting held on 2 June 2015

The minutes were agreed and signed as a correct record.

3 Matters arising

Members noted the report.

4 Notes from the Chairs' Group held on 14 July 2015

These were noted. JC confirmed she would be inviting Sir Peter Hendy to a future meeting in his new capacity as Chair of Network Rail.

5 Chief Executive's report

JC gave a verbal report updating members on issues relating to the casework CRM system, plans to update the procurement procedures, finance outsourcing

arrangements and lessons learnt from the process of producing the Interchange Matters report. She also shared preliminary thoughts on how the organisation might achieve the required 2% budget cut for 2016-17. She agreed to circulate a written report on the matters covered.

Action: JC

6 Finance report and Quarter 1 management accounts

The finance report and Q1 management accounts were noted.

7 Other Quarter 1 performance reports

Communications: Members complimented the Communications Officer on the content and structure of the report. It was noted in relation to London TravelWatch's aspirations for bus service reliability that it would be important to establish the scope of the project and to model successful outcomes.

Webstats: This report was noted. Members welcomed London TravelWatch's tweet in French following problems with Eurostar services.

Casework: Members noted that the number of appeal cases and telephone calls appeared to be falling while the casework team was experiencing high pressure of work. It would be important to include narrative explaining why workloads for the team were higher when the number of cases was lower. This would include reduction in the number of caseworkers and increased complexity of cases.

HR: This report was noted.

Safety Adviser: Members noted that the Safety Adviser had intervened to prevent TfL from applying for an indefinite continuation of its reduced duration "hustle alarm" on the tube without completing its research on the optimum duration for such alarms on high frequency metro services. Members noted that this issue had accessibility implications.

Workplan: Members discussed progress against the 2015-16 workplan. They made various observations, in particular:

- The launch event for the Interchange Matters report should seek to gain the involvement of local highway authorities as well as transport operators in order to start debate about implementation of the recommendations. It was agreed that representatives of PTEG and metropolitan transport authorities should be invited to attend.

Action: TB

- Difficulties within the DfT meant that the plan to extend the Oyster facility to Gatwick Airport station was in doubt. If this was confirmed, London TravelWatch would make its views known forcefully.

- The question of fare anomalies was much broader than just Crossrail, although this was the specific focus in 2015-16. The 2016-17 business plan included a broader reference to fare simplification.
- It would be beneficial to consider a review of the implementation of newly removed gyratories, such as at Tottenham, to assess how to approach other gyratories in future.

The workplan would be updated as relevant.

Action: GC

8 2016-17 business plan/budget bid

Members discussed the draft 2106-17 business plan and budget bid and made suggestions on the proposed content and presentation of information.

Members noted that there should be consistency between the business plan and the Transport User Priorities document, although they addressed slightly different audiences.

The business plan and budget bid would be updated as necessary.

Action: JC

9 Transport user priorities

Members discussed the draft document setting out London TravelWatch's priorities for transport users for the next Mayoral term. It was agreed that a new priority relating to franchising and a better deal for rail passengers would be included, to highlight the need for national rail metro services to be as good as the best Underground and Overground lines.

In terms of structure, it was agreed that each of the 10 priorities should be expanded by an equal number of bullet points.

JC agreed to revise the document and send it to members for further comment by mid-September.

Action: JC

10 Any other business

There was no other business.