

Board meeting
22.09.15

Secretariat memorandum

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Agenda item: 9
LTW504
Drafted: 07.09.15

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)
Holborn Transport and public engagement event		Policy Officer (VS)	10.06.15
London Transport Community Safety Partnership	TfL's safety and security group meeting	Policy Officer (CW)	12.06.15
Steve Leyland, East Midland Trains	Bi-lateral meeting	Director, Policy and Investigation; Policy Officer (RN)	12.06.15
Underground & Rail Advisory Panel including organisations representing business groups	Briefing on medium term network issues	Policy Officer (RN)	17.06.15
Rail Safety & Standards Board (RSSB) risk management forum	Conference	Safety Adviser	18.06.15
First Great Western :Mike Hogg and James Adeshiyan	Discuss issues relating to Greenford branch relating to Crossrail works	Director, Policy and Investigation; Policy Officer (CW)	18.06.15
Transport for London (TfL)	TfL's approach to managing bus stations	Policy Officer (VS)	22.06.15
First Great Western, Karl McCormack	QuEST	Policy Officer (RN)	25.06.15
Centre for London	South London Overground	Director, Policy and Investigation; Policy Officer (RN)	26.06.15
DfT	Channel Tunnel safety, security and interoperability	Safety Adviser	26.06.15
TfL, Flo Nwohia	Upcoming initiatives in taxis and private hire vehicles	Policy Officer (VS)	26.06.15
Meeting with representatives from the Sustainable Transportation Centre, Warsaw	The Polish delegation was on a fact finding mission to the UK.	Director, Policy and Investigation; Communications Officer	26.06.15
TfL, Design Review Group	Looking at TfL's highways proposals (cycle safety)	Policy Officer (VS)	30.06.15
TfL, Peter Bradley	Proposed bus changes in advance of public consultation	Director, Policy and Investigation; Policy Officer (VS)	02.07.15

Organisation/Individual	Notes	Relevant Officers and Members	Date (chronological)
Southeastern, Benjamin Ward	Oyster Pay As You Go extension meeting	Director, Policy and Investigation; Casework Manager	06.07.15
TfL, Jill Collis, Director Health, Safety and Environment	Introductory meeting	Safety Adviser	06.07.15
Department for Transport	Rail Industry Day	Chief Executive (part); Director, Policy and Investigation	07.07.15
RSSB steering group	Good practice re on-train announcements in the event of incidents	Safety Adviser	07.07.15
South West Trains	Shadowing ticket inspector	Casework Officer (MB)	07.07.15
Greater London Authority Access Panel	Presentation of our access work	Policy Officer (VS)	07.07.15
c2c, Julian Drury Managing Director and others	Bilateral on performance, franchise, National Rail Passenger Survey, smart ticketing, timetabling, electrification, compensation	Director, Policy and Investigation; Policy Officer (RN)	09.07.15
The Parliamentary Advisory Council for Transport Safety	Annual General Meeting	Safety Adviser	09.07.15
Transport Focus	Transport Focus event: South East London bus punctuality seminar	Policy Officer (VS)	09.07.15
Civil Aviation Authority	Surface access to London's airports	Chief Executive; Director, Policy and Investigation	10.07.15
Newham Council	Stratford gyratory project discussion	Policy Officer (VS)	13.07.15
South West Trains, Arthur Pretorius	Bilateral on National Rail Passenger Survey, customer experience programme, National Rail/South West Trains alliance board, franchise, rolling stock, Waterloo station	Policy Officer (RN); Policy Officer (CW)	14.07.15
RSSB	People on trains and stations risk group	Safety Adviser	14.07.15
TfL	London Underground modernisation programme briefing	Director, Policy and Investigation; Policy Officer (RN)	14.07.15
Caroline Pidgeon AM	Assembly member business plan input meeting	Chair; Chief Executive	14.07.15

Organisation/Individual	Notes	Relevant Officers and Members	Date (chronological)
Claire Perry MP, Parliamentary Under Secretary of State for Transport	South East Fares and Ticketing meeting with key stakeholders	Director, Policy and Investigation; Policy Officer (CW)	15.07.15
TfL Surface Panel		Policy Officer (VS)	15.07.15
TfL, Vernon Everitt, MD Customer Experience, Marketing and Communications	Change of commissioner, 2015 spending review, London Assembly review of customer services, Big and Open data, travel demand management board, devolution, compensation, South West Trains franchise	Chair; Chief Executive; Communications Officer	15.07.15
National Express Group	East Anglia rail franchise bidder meeting	Director, Policy and Investigation; Policy Officer (RN)	15.07.15
RSSB	Sharing good practice workshop	Safety Adviser	16.07.15
TfL	Bus performance in south London	Ruth Thompson; Policy Officer (VS)	16.07.15
Transport Focus	National Rail Passenger Survey consultation event	Chair (in capacity as Transport Focus board member) ;Director, Policy and Investigation	16.07.15
Govia Thameslink Railway	Customer satisfaction quarterly forum	Director, Policy and Investigation; Casework Manager	17.07.15
Gavin Barwell MP	Performance of Southern and Thameslink railway	Chair; Chief Executive; Director, Policy and Investigation	20.07.15
	Crossrail update	Casework Manager	20.07.15
Claire Perry MP, Parliamentary Under Secretary of State for Transport; MPs covering Southern; Network Rail and operators in attendance	South East Quadrant meeting at London Bridge to discuss London Bridge and associated performance matters	Director, Policy and Investigation	20.07.15

Organisation/Individual	Notes	Relevant Officers and Members	Date (chronological)
London Overground, Peter Austin Managing Director	Bilateral on West Anglia, performance, strike, London TravelWatch's Interchange Matters report	Chief Executive; Director, Policy and Investigation; Policy Officer (RN)	20.07.15
Lord Ahmad, Parliamentary Under Secretary of State for Transport (Minister for London)	Passenger experience of travel in London, recent London TravelWatch work including bus delays, rail performance, London Bridge and compensation	Chair; Chief Executive; Director, Policy and Investigation	21.07.15
TfL	Bus priority briefing	Policy Officer (VS)	21.07.15
TfL	Crossrail 2 business case briefing	Policy Officer (RN); Policy Officer (KB)	22.07.15
Transport for All	Introductory meeting	Policy Officer (RN)	22.07.15
Office of Rail and Road (ORR)	RSMG meeting	Casework Manager	23.07.15
Association of Train Operating Companies (ATOC)	Launch of ticket vending machine guidelines	Director, Policy and Investigation	23.07.15
TfL	Victoria transport board (signing)	Policy Officer (VS)	24.07.15
TfL	Briefing on Silvertown tunnel further consultation.	Policy Officer (VS)	28.07.15
Heathrow Airport transport forum		Director, Policy and Investigation	28.07.15
Steve O'Connell AM	Assembly member business plan input meeting	John Stewart; Chief Executive	28.07.15
DfT	West Midlands and Inter City West Coast franchise competitions	Director, Policy and Investigation; Policy Officer (RN)	29.07.15
Waltham Forest council	Mini Holland cycling proposals	Policy Officer (VS)	30.07.15
Network Rail/Govia Thameslink Railway	Alliance board meeting	Policy Officer (RN)	31.07.15
Brian Etheridge, Acting Director General, Rail Executive	Introductory meeting about the work of London TravelWatch	Chief Executive; Director, Policy and Investigation	31.07.15
ORR	Appeals data for 2015-16	Casework Manager	31.07.15
Heathrow Airport, Simon Earles	Improvements in surface access to Heathrow, especially use of Oyster/contactless, and Crossrail to T5	Chief Executive; Director, Policy and Investigation	31.07.15

Organisation/Individual	Notes	Relevant Officers and Members	Date (chronological)
ORR, Anna Saunders	CHPs and retail review	Director, Policy and Investigation	04.08.15
GTR railway	Thameslink programme stakeholder reference group	Policy Officer (RN)	04.08.15
TfL, Shashi Verma, Director of Customer Experience	Bi-lateral meeting on fares and ticketing	Abdikafi Rage ; Director, Policy and Investigation	04.08.15
Greenwich council	Angerstein Wharf branch and performance of Southeastern Railway	Director, Policy and Investigation	07.08.15
First Great Western, Jason Ness	Casework	Casework Manager; Casework Officer (MC); Casework Officer (MS)	07.08.15
Comfort Delgro group (bidding as Metroline)	London Overground 2 concession bidder meeting	Director, Policy and Investigation; Policy Officer (RN)	10.08.15
Hackney Downs interchange walkway	Opening event	Policy Officer (CW)	12.08.15
ATOC, David Carr and James Mapp	Various matters including representation of interchanges on rail and Underground maps and Oyster to Gatwick	Chief Executive; Director, Policy and Investigation	13.08.15
TfL, Matthew Rheinberg	Discussion of Interchange Matters report	Director, Policy and Investigation; Policy Officer (VS); Policy Officer (CW)	13.08.15
MTR Overground	London Overground 2 concession bidder meeting	Director, Policy and Investigation; Casework Manager; Policy Officer (RN)	19.08.15
Abellio Greater Anglia	Roydon and Harlow town site visit	Director, Policy and Investigation	19.08.15
TfL	Baker Street two-way project meeting	Policy Officer (VS)	20.08.15
Enfield Council	Cycle Enfield event	Policy Officer (VS)	21.08.15
TfL	Bus stop bypasses working group	Policy Officer (VS)	25.08.15
Bus Users UK, Claire Walters	General update/collaborative working	Chief Executive	25.08.15
TfL, Paul Blackwell	Social needs transport review briefing	Policy Officer (VS)	25.08.15
Govia Thameslink Railway	Timetable consultation meeting	Policy Officer (RN)	25.08.15

Organisation/Individual	Notes	Relevant Officers and Members	Date (chronological)
RSSB	Steering group: on-train announcements	Safety Adviser	27.08.15
Network Rail/Govia Thameslink Railway	Alliance board meeting	Policy Officer (RN)	28.08.15
Transport Focus, Mike Hewitson	Safety and Europe update meeting	Safety Adviser	02.09.15
Richard Tracey AM	Assembly member business plan input meeting	Chair; Chief Executive	02.09.15
Network Rail, John Gill, Infrastructure Services Director (TFL)	East Croydon station – lessons from management of station redevelopment	Chief Executive; Policy Officer (RN)	03.09.15
Office of Helen Hayes MP – Cllr Andrew Symmonds	Introduction to work of London TravelWatch and key constituency transport issues	Chief Executive; Director, Policy and Investigation	03.09.15
RSSB	Platform-train interface strategy implementation group	Safety Adviser	04.09.15
London Underground	Camden Town redevelopment proposals	Director, Policy and Investigation; Casework Manager; Policy Officer (RN)	07.09.15
DfT Fares and passenger benefits team	Regular update meeting	Director, Policy and Investigation	08.09.15
GTR stakeholder forum		Director, Policy and Investigation	09.09.15
Claire Perry MP, Parliamentary Under Secretary of State for Transport	Introductory meeting, Oyster to Gatwick and compensation after 15 minutes' delay	John Stewart; Chief Executive; Director, Policy and Investigation	09.09.15
Claire Perry MP, Parliamentary Under Secretary of State for Transport; MPs covering Southern; Network Rail and operators in attendance	South East Quadrant meeting at London Bridge to discuss London Bridge and associated performance matters	Director, Policy and Investigation	10.09.15

During the period, officers also attended events including:

- First Great Western stakeholder dinner
- London Bus Awards
- Rail Delivery Group summer reception
- Centre for London event
- Royal Institute of British Architects event
- Women and Transport networking event