

Board meeting 17.11.15

Secretariat memorandum

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Agenda item: 6
LTW510
Drafted: 09.11.15

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)
South West Trains	Stakeholder conference	Policy Officer (KB)	13.10.15
Rail Safety and Standards Bureau	People on trains and in stations risk group	Safety Adviser	13.10.15
Office of Rail and Road	Railway industry health and safety advisory committee	Safety Adviser	14.10.15
Transport for London	Twitter chat session on buses	Director, Policy and Investigation; Communications Officer; Policy Officers	14.10.15
DfT, GTR and Siemens	Secretary of State formal launch of new class 700 Thameslink trains and opening of the Three Bridges depot	Director, Policy and Investigation	15.10.15
City of London officer	Aldgate gyratory visit	Policy Officer (VS)	15.10.15
Transport for London	Cycle safety working group	Policy Officer (VS)	15.10.15
Transport for London	London Overground delivery plan 3A and 3B technical advisor briefing	Director, Policy and Investigation; Policy Officer (RN)	15.10.15
London Borough of Bromley	Public transport liaison group – bus issues and making contact regarding rail issues	Director, Policy and Investigation	15.10.15
We Don't Drive event sponsored by Campaign for Better Transport	Discussion of the formation of a new organisation to represent those who don't drive.	Policy Officer (VS)	16.10.15
Transport Focus	Christmas and New Year train services to Gatwick Airport and South East Quadrant research	Director, Policy and Investigation; Policy Officer (RN)	16.10.15
Peter Lovegrove, Association of Train Operating Companies	Safety matters	Safety Adviser	19.10.15
Bus Users UK; Barclay Davies and Greig Mackay	Catch up	Casework Manager	19.10.15
Peter Bradley, Transport for London	Bus service delivery catch up	Director, Policy and Investigation; Policy Officer (VS)	20.10.15

Organisation/Individual	Notes	Relevant Officers and Members	Date (chronological)
Rail Delivery Group	Stations summit on principles for the future of British stations	Policy Officer (KB)	20.10.15
Tramlink – Nick Baker and TfL representatives	Interchange issues	Chief Executive; Policy Officer (VS)	21.10.15
Office of Rail and Road	Mapping of appeals categories closed dates to ORR template	Casework Manager	21.10.15
Rail Delivery Group stakeholder event including Rail Minister Claire Perry MP	Passenger information during disruption	Chief Executive; Policy Officer (KB)	22.10.15
Trust for London	London poverty profile report launch	Director, Policy and Investigation; Policy Officer (CW)	22.10.15
Crispin Blunt MP and Redhill & Reigate Rail Users Association (Stephen Trigg)	Discussion of issues related to disruption, compensation and fares.	Chair: Chief Executive; Director, Policy and Investigation	22.10.15
Network Rail/Govia Thameslink Railways	Brighton Main Line Alliance board meeting	Policy Officer (RN)	23.10.15
Shashi Verma, Transport for London	Discussion of passenger compensation and fares policy / practice	Chief Executive; Director, Policy and Investigation	26.10.15
Windsor Lines Passenger Association (Tony Dempsey)	Discussion of rail devolution and new South West Trains franchise	Chair: Director, Policy and Investigation	27.10.15
Association of Train Operating Companies, Transport Focus, ORR and DfT	New National Rail Conditions of Travel	Director, Policy and Investigation	27.10.15
Go Ahead manager, Stockwell garage	Meeting to discuss setting up a bus user group.	Policy Officer (VS)	28.10.15
Bus Rapid Transit UK association	Seminar	Policy Officer (VS)	29.10.15
Heathrow Airport, Theo Panayi	Interchange assessment	Policy Officer (CW)	29.10.15
London Tramlink	Opening of Wimbledon tram platforms	Policy Officer (KB)	02.11.15
Department for Transport, Transport Focus	London – South Coast corridor study	Director, Policy and Investigation	02.11.15
Southeastern; David Statham, Managing Director, Alison Nolan, Head of Communications and Publicity, and Mike Boden, Commercial Director	Capacity, timetables, punctuality, information, train and station environment, London Bridge and Interchange Matters	Chief Executive; Director, Policy and Investigation; Policy Officer (CW)	03.11.15

Organisation/Individual	Notes	Relevant Officers and Members	Date (chronological)
Office of Rail and Road, Harriet Gamper	New complaints handling protocol	Director, Policy and Investigation; Casework Manager	04.11.15
Camden Council	High Speed 2 and Euston rebuild	Director, Policy and Investigation, Policy Officer (VS)	05.11.15
Haringey Council, Lorna Reith	Tottenham gyratory – local feedback on change	Policy Officer (VS)	05.11.15
Association of Train Operating Companies; Jacqueline Starr, Managing Director Customer Experience, and James Carr, Head of London Support	Compensation for delay, 2016 fares, paper ticket design, TDM updates, unified fares structure for London, Oyster extensions	Chief Executive; Director, Policy and Investigation	05.11.15
Premier IT, Peter Bodley-Scott, Director; Nazeer Nisthar, Customer Services Manager	Cyber security matters	Vice Chair; Chief Executive; Corporate Support Manager	05.11.15
Len Duvall AM, London Assembly member	Constituency transport matters and general update	Chair; Chief Executive	09.11.15
London Assembly Transport Committee	Surface access to airports, cycling, bus safety	Chair; Chief Executive	10.11.15
TfL Customer Conference		Chair; Chief Executive; Director, Policy and Investigation	10.11.15

During the period, officers also attended events including:

- Great Western Railway parliamentary reception
- Campaign for Better Transport reception
- Knowledge Transfer Partnership event