

Board meeting
31.01.17

Secretariat memorandum

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Agenda item: 8
LTW543
Drafted: 18.01.17

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 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)
Julian Drury, Managing Director; Chris Atkinson, Communications and Stakeholder Manager; C2C Rail	Service performance, rolling stock, January 2017 timetable, ticketing	Chief Executive; Director Policy & Investigation	22.11.16
David McNeill, Director of Public Affairs & Stakeholder Engagement, Transport for London	Informal update meeting	Chief Executive	23.11.16
Independent alternative dispute resolution for rail passengers task force including representatives from Rail Delivery Group, Office of Rail & Road, Department for Transport & Transport Focus	Dispute resolution for rail passengers	Director Policy & Investigation	23.11.16
Adam Piddington, Customer Service Director; Christian Neill, Head of Customer Experience; South West Trains	New management structures, Waterloo 2017, new train introduction, performance	Director Policy & Investigation; Policy Officer (RN)	23.11.16
Chris Gibb	Follow up meeting on Chris Gibb's review of Southern rail performance for the Secretary of State	Chief Executive; Director Policy & Investigation	24.11.16
Simon Fielder, Franchise Technical Advisor, Department for Transport	Southeastern franchise	Director Policy & Investigation	25.11.16
Robin Smith, Assistant Chief Constable, British Transport Police	Introductory meeting	Chief Executive, Policy Officer (VS)	28.11.16
Travel Demand Management Board	2016 Christmas & New Year closures; Ealing Broadway, Waterloo 2017, Thameslink programme	Director Policy & Investigation; Policy Officer (VS)	28.11.16
Falisha Hussein, Works Compliance Officer, Transport for London	Bus services to London's hospitals	Policy Officer (VS)	29.11.16
Jane Jones, Head of Public Affairs; Andrew Dickinson, Rail Performance Manager; Andy McRae Senior Project Manager; Great Western Railway	Christmas Paddington station works 2016, Greenford timetable changes	Chief Executive; Director Policy & Investigation	30.11.16

Organisation/Individual	Notes	Relevant Officers and Members	Date (chronological)
Independent alternative dispute resolution for rail passengers task force including representatives from Rail Delivery Group & Transport Focus	Dispute resolution for rail passengers	Director Policy & Investigation	30.11.16
Rail Safety and Standards Board	Industry launch event of research project on on-train announcements	Safety Officer (RN)	30.11.16
Independent alternative dispute resolution for rail passengers task force including representatives from Rail Delivery Group, Office of Rail & Road, Department for Transport & Transport Focus	Dispute resolution for rail passengers	Chief Executive, Director Policy & Investigation	07.12.16
Dan Moore, Deputy Director, Steve Marshall-Cam, Sponsorship and Stakeholders, and Mike Biskup, Sponsorship, at Rail Markets Strategy in the Department for Transport	Dispute resolution for rail passengers	Chief Executive, Director Policy & Investigation	07.12.16
David McNeill, Director of Public Affairs & Stakeholder Engagement, Transport for London	Dispute resolution for rail passengers	Chief Executive, Director Policy & Investigation	12.12.16
Will Rogers, Managing Director; Sam Russell Stakeholder and Community Manager; Dawn Kolokotroni, Customer Communications Manager; Arriva Rail London	New concession plans, customer services/complaint handling functions, performance	Chief Executive, Director Policy & Investigation	12.12.16
Paul Maynard MP, Parliamentary Under Secretary of State for Transport	Fares summit	Director Policy & Investigation	13.12.16
Lord Ahmad, Parliamentary Under Secretary of State for Transport	LUL ticket office review, rail devolution, fare simplification	Chair, Chief Executive, Director Policy & Investigation	13.12.16
Shashi Verma, Chief Technology Officer & Director of Customer Experience, Transport for London	NR ticket vending machine issues, ticket office review, impact of Southern industrial dispute on TfL	Chief Executive, Director Policy & Investigation	14.12.16

Organisation/Individual	Notes	Relevant Officers and Members	Date (chronological)
Paul Maynard MP, Parliamentary Under Secretary of State for Transport, Anthony Smith, Chief Executive, Transport Focus: Jacqueline Starr, Managing Director, Customer Experience, Rail Delivery Group and Dan Moore, Department of Transport	Dispute resolution for rail passengers – update	Chief Executive	15.12.16
Rail Delivery Group with David Gloster and Jason Webb	Quarterly meeting – restructure, fares and ticketing 2017, Smart extensions, compensation, customer experience during disruption and accessibility	Chief Executive, Director Policy & Investigation	20.12.16
Anthony Smith, Chief Executive, and Jon Carter, Head of Business Services, Transport Focus	Dispute resolution for rail passengers	Chief Executive, Executive Assistant (SM)	05.1.17

During this period, officers also attended the UK Bus Awards and the London Transport Awards, a meeting with passenger representatives from France, Germany, UK, Belgium, Netherlands and Eurostar and a meeting with the European Passenger Federation.