

Board meeting  
11.04.17

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**Secretariat memorandum**

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Agenda item: 5  
LTW547  
Drafted: 03.04.17

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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.

<b>Organisation/Individual</b>	<b>Notes</b>	<b>Relevant Officers and Members</b>	<b>Date</b> (chronological)
Julian Drury, Managing Director; Chris Atkinson, Communications & Stakeholder Manager; Anand Sampat, Head of Customer Experience; and Ryan Moore, Customer Policy Manager, c2c	Trenitalia/c2c transition; performance; timetable; Wi fi; ticketing; stations	Chief Executive; Director, Policy and Investigation	07.03.17
Adam Piddington, Customer Service Director; and Christian Neill, Head of Customer Experience, South West Trains	Analytics programme; Network Rail relationship; Waterloo redevelopment; rolling stock introduction; performance	Director, Policy and Investigation; Policy Officer (RN)	08.03.17
Transport for London	Department for Transport's high level output specification process	Chief Executive; Director, Policy and Investigation; Policy Officer (RN)	09.03.17
Rail Passenger Redress Scheme; Transport Focus, Rail Delivery Group	Task force meeting	Chief Executive; Executive Assistant (SM)	09.03.17
Alex Foulds, Deputy Chief Operating Officer; Gavin Bostock, Head of Corporate Affairs, Govia Thameslink Railway	"Metroisation"; performance; new rolling stock introduction; customer information; compensation	Director, Policy and Investigation; Policy Officer (RN)	09.03.17
Network Rail	Stakeholder workshop of western route	Director, Policy and Investigation	10.03.17
Network Rail/Govia Thameslink Railway	Alliance board meeting	Policy Officer (RN)	10.03.17
Loughborough University	Possible bus safety project	Policy Officer (VS)	10.03.17
Chris Grayling MP, Secretary of State for Transport; Department for Transport officials; rail industry stakeholders	Roundtable on vision for the future of UK railways	Chief Executive	13.03.17
National Infrastructure Commission	Workshop on transport	Policy Officer (VS)	14.03.17
CEDR	Introduction and briefing meeting	Casework Manager	15.03.17
Transport for London	Nine Elms design group	Policy Officer (VS)	15.03.17
David Statham, Managing Director; Diane Burke, Commercial Director; Alison Nolan, Head of Communications & Publicity; and Mike Gibson, Public Affairs Manager, Southeastern	Performance; passenger experience	Chief Executive; Director, Policy and Investigation; Policy Officer (KB)	15.03.17

<b>Organisation/Individual</b>	<b>Notes</b>	<b>Relevant Officers and Members</b>	<b>Date</b> (chronological)
Transport Focus	Board meeting, including consideration of Rail Passenger Redress Scheme	Chief Executive	16.03.17
Helen Hayes MP	Train Performance; station accessibility improvements; bus reliability in London	Chief Executive; Director, Policy and Investigation	16.03.17
Thameslink route	Stakeholder group	Director, Policy and Investigation	21.03.17
West Coast Partnership	West Midlands franchise renewal	Director, Policy and Investigation; Policy Officer (KB)	23.03.17
Luton Airport	Surface transport access	Director, Policy and Investigation; Communications Manager	24.03.17
Transport for London	Briefing on revised operation and marketing plan for buses	Director, Policy and Investigation; Policy Officer (VS)	27.03.17
Abellio	Stakeholder board	Director, Policy and Investigation	27.03.17
Sir Peter Hendy, Chair, Network Rail, and John Gill	London rail issues	Chair; Director, Policy and Investigation	28.03.17
Southern	Stakeholder forum	Policy Officer (RN)	29.03.17
Ombudsman Services	Introduction and briefing meeting	Casework Manager	30.03.17
Transport for London	"Ask London TravelWatch" Twitter event on buses	Policy Officer (VS); Communications Manager	30.03.17
John Gill and Richard Schofield, Network Rail Anglia Route	Introduction and update meeting	Chief Executive; Director, Policy and Investigation; Policy Officer (RN)	31.03.17

During this period, officers also attended the British Transport Police Authority industry dinner and a meeting with the European Passenger Federation.