

Board meeting  
23.05.17

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**Secretariat memorandum**

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Agenda item: 6  
LTW552  
Drafted: 16.05.17

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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)
Department for Transport	Southeastern bidders day	Director, Policy and Investigation	04.04.17
Rail Delivery Group, Transport Focus, Office of Rail and Road, Department for Transport	Rail passenger redress scheme task force	Director, Policy and Investigation; Executive Assistant (SM)	05.04.17
Department for Transport	Southeast franchise stakeholder event run-through – note event subsequently cancelled due to election being called	Director, Policy and Investigation	06.04.17
Network Rail; Govia Thameslink Railway	Alliance board meeting	Policy Officer (RN)	07.04.17
Transport for London	Bank station update	Director, Policy and Investigation; Policy Officer (RN)	10.04.17
Simon French, Chief Inspector of Rail Accidents, Rail Accident Investigation Branch	General catch-up including update on the Lewisham freight derailment & Croydon Tramlink derailment	Chief Executive; Director, Policy and Investigation; Safety Adviser	11.04.17
Department for Transport	Penalty fares reform	Director, Policy and Investigation	10.04.17
Jason Webb, Rail Delivery Group	Fares and ticketing, customer experience during disruption, accessibility, London TravelWatch research	Director, Policy and Investigation; Policy Officer (RN)	13.04.17
Rail Delivery Group, Transport Focus, Office of Rail and Road, Department for Transport	Proposed RDG rail ‘ombudsman’ scheme	Chief Executive	19.04.17
Customer Services Executive Team, Transport for London	Update with casework team	Casework Manager	19.04.17
Scott Brightwell, Govia Thameslink Railway, and Andy Derbyshire, Network Rail	Stakeholder briefing on timetable changes	Director, Policy and Investigation; Policy Officer (RN)	20.04.17
Paul Plummer, Chief Executive, Rail Delivery Group	Informal catch-up	Chief Executive	20.04.17
Stephen O’Connor and Darek Podwiazka, Transport for London	Bus service changes consultation	Director, Policy and Investigation; Policy Officer (VS)	21.04.17
Siwan Heyward, Director of Enforcement, and John Conway, Head of Prosecutions, Transport for London	Practitioners forum on highway obstructions	Policy Officer (VS)	24.04.17

<b>Organisation/Individual</b>	<b>Notes</b>	<b>Relevant Officers and Members</b>	<b>Date</b> (chronological)
Travel Demand Management board meeting	Waterloo works, August 2017; international athletics events	Director, Policy and Investigation	24.04.17
Will Rogers, Managing Director, and Stella Rogers, Customer Services, Arriva Rail London	New concession and plans, complaint handling, performance, accessibility	Chief Executive; Director, Policy and Investigation; Policy Officer (RN)	25.04.17
Andrew Angel, Head of Maritime Trade and Liability, Department for Transport	Maritime Passenger Rights Directive	Executive Assistant (SM)	25.04.17
Shashi Verma, Director of Customer Experience, Transport for London	General fares and ticketing issues	Chief Executive; Director, Policy and Investigation	25.04.17
Dan Moore, Deputy Director, Rail Markets Strategy, Fiona Walshe, Head of Passenger Experience, and Rachel Cuthbert, London Transport Team, Department for Transport	Role of London TravelWatch	Chief Executive; Director, Policy and Investigation	26.04.17
John Gill, Network Rail	Update meeting	Chief Executive; Director, Policy and Investigation	26.04.17
Jason Ness, Customer Support Manager, James Linley, London Thames Valley Route Performance Manager, Great Western Railway	Crossrail electrification, franchise, western route stakeholder board, performance, complaint handling	Chief Executive; Director, Policy and Investigation	26.04.17
Nick Brown, Chief Operating Officer, and Gavin Bostock, Head of Corporate Affairs, Govia Thameslink Railway	Timetables, 'Metroisation', performance, rolling stock, compensation	Chief Executive; Director, Policy and Investigation	27.04.17
First/Trenitalia	East Midlands franchise	Director, Policy and Investigation; Policy Officer (RN)	28.04.17
Network Rail; Transport for London	Gospel Oak to Barking electrification	Director, Policy and Investigation; Policy Officer (RN)	28.04.17
Steve O'Connell AM	Update on work of London TravelWatch and constituency matters	Chair; Chief Executive	02.05.17
Mike Ross, Customer Relations Manager, Virgin Trains East Coast	Update with casework team	Casework Manager; Casework Officers (FP; MB)	03.05.17

<b>Organisation/Individual</b>	<b>Notes</b>	<b>Relevant Officers and Members</b>	<b>Date</b> (chronological)
Len Duvall AM	Southeastern rail franchise	Chief Executive; Director, Policy and Investigation	04.05.17
Transport for London and potential academic partner	Bus occupant safety project	Policy Officer (VS)	04.05.17
Network Rail; Govia Thameslink Railway	Alliance board meeting	Director, Policy and Investigation; Policy Officer (RN)	05.05.17
Access for Everyone	Training day for community access events	Policy Officer (VS)	10.05.17
John Horncastle, Rail Delivery Group	'Ombudsman' project update	Chief Executive	10.05.17
Howard Smith, Operations Director, Emma Shand, Communications, Crossrail	Project timetable, track access at Heathrow Airport, stations, signage	Chief Executive; Director, Policy and Investigation	11.05.17
Unmesh Desai AM	Introductory meeting	Chair; Chief Executive	11.05.17
Department for Transport	Penalty fares third stage appeals	Director, Policy and Investigation	11.05.17
Will Norman, Walking and Cycling Commissioner, Transport for London	Introductory meeting	Chair, Chief Executive; Director, Policy and Investigation; Policy Officer (VS)	15.05.17

During this period, all staff attended an internal workshop on IT security and risk.