

Board meeting
11.07.17

Secretariat memorandum

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Agenda item: 5
LTW556
Drafted: 03.07.17

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) |
|---|---|--|--------------------------------|
| Transport for London | Oxford Street Transformation | Policy Officer (VS) | 12.06.17 |
| Travel Demand Management board | | Director, Policy and Investigation | 12.06.17 |
| Stephen Alderson, Department for Transport | Ticketing issues | Director, Policy and Investigation | 13.06.17 |
| Greater Anglia stakeholder advisory board | Mock-up of new train | Policy Officer (KB) | 13.06.17 |
| | National Infrastructure Forum | Director, Policy and Investigation | 13.06.17 |
| Rail Delivery Group, Transport Focus, Office of Rail and Road, Department for Transport | Rail ombudsman scheme task force | Chief Executive | 14.06.17 |
| Transport Focus webinar | Tram passengers survey | Policy Officer (VS) | 14.06.17 |
| Govia Thameslink Railway | Stakeholder conference | Director, Policy and Investigation; Policy Officer (KB) | 14.06.17 |
| Transport for London | Briefing on first generation Oyster cards | Policy and Casework teams | 15.06.17 |
| Department for Transport; British Transport Police | Workshop on refreshing Secure Stations Scheme | Director, Policy and Investigation; Policy Officer (VS) | 15.06.17 |
| Southeastern | Stakeholder forum | Director, Policy and Investigation | 19.06.17 |
| Transport for London | Buses update | Director, Policy and Investigation | 19.06.17 |
| Southeastern | Woolwich visit | Director, Policy and Investigation | 21.06.17 |
| Victoria Hills, Chief Executive, Old Oak Common and Park Royal Development Corporation | Update | Chief Executive; Director, Policy and Investigation | 22.06.17 |
| Gavin Bostock, Head of Corporate Affairs, Collette Dunkley, Govia Thameslink Railway | Introductory meeting for new communications officer | Chief Executive; Director, Policy and Investigation | 23.06.17 |
| Leon Daniels, Managing Director Surface Transport, Transport for London | Security measures on central London bridges, congestion, bus performance, staff changes | Chief Executive; Director, Policy and Investigation; Policy Officer (VS) | 23.06.17 |
| Arriva Rail London and Network Rail; Concession Transformation Director, Alliance Manager, Network Rail Director – London, Head of Timetable Change | London TravelWatch's role re passengers; expectations of Network Rail | Director, Policy and Investigation; Policy Officers (VS, KB); Communications Officer | 26.06.17 |

| Organisation/Individual | Notes | Relevant Officers and Members | Date (chronological) |
|---|--|--|--------------------------------|
| Network Rail | Kent Route Study working group | Director, Policy and Investigation | 27.06.17 |
| Keith Prince AM, Chair of the London Assembly Transport Committee | Regular update meeting | Chair; Chief Executive | 27.06.17 |
| Julian Drury, Managing Director; Chris Atkinson, Stakeholder Manager, c2c | Performance; timetable; smart ticketing; Wifi; Barking interchange | Chief Executive; Director, Policy and Investigation | 27.06.17 |
| MTR Crossrail | Customer Experience review group | Policy Officer (KB) | 28.06.17 |
| Rail Delivery Group, Transport Focus, Office of Rail and Road, Department for Transport | Rail ombudsman scheme task force | Director, Policy and Investigation | 28.06.17 |
| Centre for London | Over-station development | Director, Policy and Investigation | 28.06.17 |
| Dave Penney, Managing Director, Chiltern Railways | Chiltern plans for next five years and Old Oak Common | Chief Executive; Director, Policy and Investigation; Policy Officer (KB) | 29.06.17 |
| John Barry, Alex Philips, Transport for London | Bus performance update | Director, Policy and Investigation; Policy Officer (VS) | 29.06.17 |
| Network Rail; Govia Thameslink Railway | Alliance board meeting | Director, Policy and Investigation | 30.06.17 |

During this period, officers also attended events including:

- Viewing of focus groups as part of London TravelWatch's research on season tickets
- London TravelWatch's Interchange Matters seminar
- Stagecoach summer reception
- European Passenger Federation general meeting