

---

**Secretariat memorandum**

Author : Luke Muskett

Agenda item: 6

LTW585

Drafted: 13.07.18

---

**Key activities**

**1 Purpose of report**

- 1.1. To advise members of activities undertaken since last meeting by the secretariat or members in relation to operational transport matters 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 operational meetings attended by senior officers of London TravelWatch with various transport providers and organisations. The meetings are a key way for London TravelWatch to exercise its influence in decision-making.

**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	Notes	Relevant Officers and Members	Date (chronological)
Will Rogers, Managing Director, and Stella Rogers, HR Director, Arriva Rail London	Performance, Gospel Oak Barking electrification completion, May 2018 timetable implementation, Customer Journey Mapping update, customer metrics	Chief Executive and Director, Policy and Investigation	06.06.18
Rail Delivery Group, Transport Focus and the Office for Rail and Road	Rail Passenger Ombudsman Scheme (RPOS) task force	Chief Executive	07.06.18
Gareth Powell, Managing Director of Surface Transport, TfL	Rail, general surface transport and interchange	Chair (Part), Chief Executive, Director, Policy and Investigation and Senior Policy Officer	07.06.18
David Statham, Managing Director, Southeastern	Performance, May 2018 timetable implementation, passenger experience, independent report on Lewisham incident	Chief Executive, Director, Policy and Investigation and Policy Officer (RN)	11.06.18
Steve Murphy, Managing Director and Paul Parsons, Customer Experience Director, MTR Crossrail	Network Rail issues, May 2018 timetable implementation, December opening of central stations, Interchange Matters event	Chief Executive and Director, Policy and Investigation	11.06.18
Mark Whitehouse, Acting Managing Director, and Sophie Mew, Stakeholder Manager, Virgin Trains West Coast	Performance, Euston Station	Chief Executive and Director, Policy and Investigation	12.06.18
ORR Consumer Expert Panel – quarterly forum	Assisted travel timetable disruption, disruption assessment criteria, update on barrier (gates) and ticket software study	Casework Manager	13.06.18
Network Rail Wessex Route Stakeholder Event	Future plans for Control Period 6 (CP6) and Crossrail 2	Policy Officer (KB)	14.06.18
Nick Biskinis, Clapham Transport Users Group	Discussion on issues relating to transport in the Clapham area	Director, Policy and Investigation and Senior Policy Officer	15.06.18
Mark Farrow, Director, London Rail, Network Rail and Emily Herreras-Griffiths, TDM Chair, TfL	Discussion of effectiveness and direction of Travel Demand Management Board, Network Rail performance	Chief Executive (by phone), Director, Policy and Investigation and Policy Officer (RN)	19.06.18

Organisation	Notes	Relevant Officers and Members	Date (chronological)
Mark Wild, Managing Director London Rail/London Underground, Mark Evers, Chief Customer Officer and Nicky Ward, Senior Communications and Engagement Manager, TfL	Station help points, ticket machine reliability, turn up and go, step free access (particularly at Bank), operation of Euston Station, Croxley link, passenger behaviour on platforms	Chief Executive, Director, Policy and Investigation and Operations and Communications Manager	20.06.18
Nicky Ward, Head of National and Regional Partnerships, and Poppy Windsor, Community Partnership Specialist Bus Service Changes, TfL	Process for involving London TravelWatch in bus consultation	Director, Policy and Investigation and Senior Policy Officer	20.06.18
Shashi Verma, Director of Customer Experience, Lucy Preston, Travel Products Manager and Mike Tuckett, Head of Transformation Delivery, TfL	Proposed changes to TfL Journey Planner and discussion relating to future changes in ticketing and fares	Chief Executive and Director, Policy and Investigation	20.06.18
John Horncastle, Project Manager, RDG	Discussion on RPOS scheme rules and eligibility criteria	Casework Manager	20.06.18
Anna Saunders, Senior Executive of Consumer Policy, ORR	Discussion on ORR's review of the Disabled Person Protection Policy	Senior Policy Officer and Policy Officer (KB)	20.06.18
Ian Capewell, Senior Accident Investigator, Rail Accident Investigation Branch (RAIB)	Peckham Rye train evacuation incident briefing	Director, Policy and Investigation and Policy Officer (RN)	22.06.18
Jo Johnson MP, Minister of State for Transport and Minister for London, and officials	Introductory meeting with Minister.	Alan Benson, Chief Executive, Director, Policy and Investigation	25.06.18
Travel Demand Management (TDM) Board – TfL, Network Rail and representatives of London Underground and train companies operating in London area	Performance of GTR franchise and plans for future engineering works at Christmas 2018 and New Year 2019	Director, Policy and Investigation and Policy Officer (TR)	25.06.18
Croydon Council Scrutiny Committee	Performance of GTR franchise – formal investigation, evidence giving	Director, Policy and Investigation, (Chief Executive in public gallery)	26.06.18

Organisation	Notes	Relevant Officers and Members	Date (chronological)
Ben Craig, Senior Programme Development Manager, Andrew Wood, Commercial Manager and Mike Smith, Head of Strategic Planning, Network Rail	Network Rail Croydon Area Remodelling Scheme	Chief Executive, Director, Policy and Investigation and Policy Officer (RN)	27.06.18
Phil Green, Safety & Environment Officer, Hull Trains	Discussion on stranded train at Helpston, north of Peterborough, last December	Director, Policy and Investigation and Safety Advisor	27.06.18
Nicky Ward, Head of National and Regional Partnerships, TfL	Working with TfL, making best use of meetings with TfL, TfL structure, future working	Chief Executive, Director, Policy and Investigation and Committee and Public Liaison Officer	28.06.18
Marcus Clements, Head of Consumer Policy, ORR	Informal discussion on the Glaister Inquiry into the performance of the GTR franchise, the implementation of the May 2018 franchise and Network Rail's role	Chief Executive, Director, Policy and Investigation and Policy Officer (RN)	28.06.18
Network Rail/GTR Alliance Board Meeting	Performance and introduction of May 2018 timetable	Director, Policy and Investigation	29.06.18
Andrew Conroy, Customer Experience Director and Francis Thomas, Head of Corporate Affairs, London Northwestern Railway	Performance, structure and plans for new franchise	Chief Executive and Director, Policy and Investigation	03.07.18
Pierre Delalande, Head of Public Affairs, Eurostar	Informal discussion on case handling	Chief Executive and Casework Manager	05.07.18
Jill Collis, Director of Health, Safety and Environment, Simon Bradbury, Head of Road Safety, TfL	Regular meeting, but focus on cycle and bus safety	Director, Policy and Investigation (as Safety Advisor)	05.07.18
European Rail Policy Forum, DfT	Pan-European issues	Policy Officer (RN)	05.17.18
Nick Brown, Chief Operating Officer, Govia Thameslink Railway	Implementation of revised timetable	Chief Executive and Director, Policy and Investigation	10.07.18
Julie Dixon, Head of Marketing and Communications, Ed Morris, Engagement Officer, TfL	General introduction – particular discussion on bus maps, signage at stations, Legible London, and the rail and Tube map	Chief Executive, Director, Policy and Investigation and Senior Policy Officer	11.07.18

Organisation	Notes	Relevant Officers and Members	Date (chronological)
Jenny Hamilton, Lead Sponsor, Johnny Berry, Lead Sponsor, Bank Station Capacity Upgrade, TfL	Bank Station step-free access feasibility outputs	Director, Policy and Investigation and Policy Officer (RN)	13.07.18

- During this period, officers also attended the ATCO National Rail Conference; British Transport Police's 'Make a Difference Awards' ceremony; a screening of a film about disability issues in London by journalism student featuring contribution by London TravelWatch; TfL's Under Pressure: the way ahead for London's roads and streets conference; the British Parking Association Parliamentary Reception; the All-Party Parliamentary Group Women in Transport Summer Reception at the House of Commons and the Stagecoach Summer Reception at Somerset House.
- London TravelWatch hosted a fares and ticketing roundtable discussion with representatives from across the industry.
- Bus engagement event held at Uxbridge bus station to mark 'Catch the Bus Week'