
Secretariat memorandum

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Agenda item: 6

LTW590

Drafted: 15.10.18

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)
Arriva Rail London: Will Rogers, Managing Director; Stella Rogers, Customer Experience Director and Stuart Giddings, Deputy Customer Experience Director	Performance, Gospel Oak to Barking electrification completion, May 2018 timetable implementation, customer journey mapping update, Upminster Platform 6 lift and timetable update	Chief Executive and Director, Policy and Investigation	05.09.18
RDG, Transport Focus, DfT and the Office for Rail and Road: Rail Passenger Ombudsman Scheme taskforce	Regular meeting	Chief Executive	06.09.18 19.09.18 04.10.18
Eurostar: Mary Walsh, Director of Communications and Pierre Delalande, Head of Public Affairs	Performance, service development, passenger complaints handling, forthcoming EU legislation and the impact of Brexit	Chief Executive, Director, Policy and Investigation and Casework Manager	06.09.18
TfL: Gareth Powell, Managing Director of Surface Transport and Geoff Hobbs, Director of Public Service Transport Planning	Central London bus proposals, road maintenance, cycle infrastructure	Chair, Chief Executive and Director, Policy and Investigation and Senior Policy Officer	07.09.18
Transport Focus: Anthony Smith, Chief Executive	General updates	Chair and Chief Executive	07.09.18
Arriva Rail London: Will Rogers, Managing Director and TfL: Rory O'Neill, Director of London Overground	Briefing on proposed 51 ticket office closures on London Overground	Chief Executive and Director, Policy and Investigation	10.09.18
TfL: Mark Evers, Chief Customer Officer at London Underground	Performance, upgrades, potential impact of Thameslink/Elizabeth line not opening in December	Director, Policy and Investigation and Senior Policy Officer	12.09.18
TfL: Andrew Wallace, Lead Sponsor, Crossrail Joint Sponsorship Team; Steven Finch, Head of Evaluation, Department for Transport; Carol Smales, Rail Development Manager, Transport for London	Arup evaluation of Crossrail and Elizabeth line project	Director, Policy and Investigation	13.09.18

Organisation	Notes	Relevant Officers and Members	Date (chronological)
TfL: Clare Lacey, Community Partnerships Manager and Ed Morris, Engagement Officer	Monthly catch-up meeting	Chief Executive, Director, Policy and Investigation and Operations and Communications Manager	17.09.18
Network Rail: Ian Hanson, South East Stations Director, Nicole Cohen, Stations Transformations Lead and Darren Williams, Victoria Station Manager	Improving customer service at London terminal stations	Chief Executive, Director, Policy and Investigation and Senior Policy Officer	17.09.18
RDG: Gary Cooper, Director Planning, Engineering, Operations and Caroline Morgan	General updates - changes to RDG structure, fares consultation and partnership planning	Chief Executive and Director, Policy and Investigation	18.09.18
TfL: Julie Dixon, Head of Marketing Services and Ed Morris, Engagement Officer	Potential changes to the London travel map	Chief Executive, Director, Policy and Investigation and Senior Policy Officer	19.09.18
Office for Rail and Road: Stephanie Tobyn, Deputy Director of Consumers and Bryan Little, Consumer Policy Executive	Consumer Expert Panel	Casework Manager	19.09.18
City of London: Alistair Moss, Deputy Chairman of the Planning and Transportation Committee	City of London Transport Strategy Board	Chair	20.09.18
Network Rail and GTR	Alliance Board meeting	Director, Policy and Investigation	21.09.18
City of Westminster: Deirdra Armsby, Director of Place Shaping and West End Partnership Senior Responsible Officer for the Oxford Street Project	Oxford Street District Process meeting	Senior Policy Officer	21.09.18
Travel Demand Management (TDM) Board – TfL, Network Rail and representatives of London Underground and train companies operating in London area	Festive closures discussed	Director, Policy and Investigation	24.09.18

Organisation	Notes	Relevant Officers and Members	Date (chronological)
Great Western Railway: Bex Hartley, Project Manager, Charlotte Wheaton, Stations Coordination Manager, and Matthew Morgan, Project Manager	Christmas Steering Group – closure of various lines over Christmas for engineering works	Policy Officer (KB)	24.09.18
RDG: Andy Wakeford, Head of Fares and Retail Support	Easier fares consultation workshop	Senior Policy Officer	25.09.18
Network Rail: Jason Murphy, Area Manager for Waterloo station	Introductory meeting	Chief Executive and Director, Policy and Investigation	26.09.18
Network Rail: Rupert Walker, Strategy and Planning Director (South)	Introductory meeting	Chief Executive and Director, Policy and Investigation	26.09.18
TfL: Vernon Everitt, Managing Director of Customers, Communication and Technology	General activity and stakeholder relations	Chief Executive and Director, Policy and Investigation	27.09.18
Govia Thameslink Railway: Julie Allan, Customer Relations Manager	Briefing on the enhanced compensation arrangement	Casework Manager, Operations and Communications Manager, Casework Officer (MC), Casework Officer (MB) and Temporary Casework Officer (RO)	01.10.18
Chiltern Railways: Alan Riley, Customer Services Director	Performance, future plans, new franchise, Old Oak Common and Park Royal development	Director, Policy and Investigation, Senior Policy Officer and Committee and Public Liaison Officer	05.10.18
Office of Rail and Road: Stephen Glaister, Chair and Rob Whiteway, Deputy Chair, CEO and Director P&I	Personnel changes at ORR; structural changes at NR; May 20 timetable enquiry; proposal to mandate TOCs to join RDG's rail ombudsman scheme	Deputy Chair, Chief Executive and Director, Policy and Investigation	08.10.18
Dispute Resolution Rail Ombudsman: Judith Turner, Heather Brunt, Billy Quinn, Sarah Payne and Nile Murphy from the Rail Ombudsman and Jon Carter and Kate O'Reilly from Transport Focus	Transfer process/signposting, case management consumer portal demonstration, memorandum of understanding (MoU)	Chief Executive and Casework Manager	12.10.18

Organisation	Notes	Relevant Officers and Members	Date (chronological)
Gatwick Transport Forum 2018: Various organisations represented	A series of speeches covering topics including Gatwick surface access strategy, GTR services and sustainable transport	Operations and Communications Manager	12.10.18

- During this period, officers also attended the Heathrow and Transport Focus Conference, Transport Focus' fares seminar, the London Assembly's Transport Committee, the UK Bus Awards, the London Infrastructure Summit, the Campaign for Better Transport's Parliamentary reception, the National Transport Awards and the Parliamentary Advisor Council for Transport Safety Rail Safety Working Party and the launch of *It's Not Ok* report at the House of Commons.
- The Senior Policy Officer attended as a speaker at the Southeastern Stakeholder Forum.
- The chief executive attended fringe events the Labour and Conservative Party conferences.
- A bus engagement event was held at Walthamstow Central station.