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**Secretariat memorandum**

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Agenda item: 6

LTW597

Drafted: 20.02.19

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**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)
Abellio Greater Anglia Stakeholder Board	Train performance, timetable development and interchange improvements	Director, Policy and Investigation	03.12.18
East Midlands Trains: Dan Lucas, General Manager (South)	May 2018 timetable implementation, customer experience at St Pancras, on train customer experience	Director, Policy and Investigation and Policy Officer (SH)	03.12.18
Nusrat Ghani MP, Parliamentary Under-Secretary of State at the Department for Transport	Introductory meeting	Chair, Chief Executive and Director, Policy and Investigation	05.12.18
TfL: Matt Brown: Director of News and External Relations and Ed Morris, Engagement Officer	General updates	Chief Executive, Director, Policy and Investigation, Operations and Communications Manager and Committee and Public Liaison Officer	05.12.18
RDG, Transport Focus, DfT and the Office for Rail and Road: Rail Passenger Ombudsman Scheme taskforce	Regular meeting	Chief Executive	06.12.18
Peter Taylor, The Mayor of Watford and Nick Fenwick, Deputy Managing Director, Place Shaping and Corporate Performance	Croxley Link, Euston HS2 closures, proposed London Overground ticket offices closures	Chief Executive and Director, Policy and Investigation	07.12.18
Southeastern: David Statham, Managing Director and George Paterson, Stakeholder Engagement Manager	Train performance, winter preparedness, December 2018 timetable implementation and changes in May and December 2019, Access for All stations – new bids	Chief Executive, Director, Policy and Investigation and Policy Officer (SH)	10.12.18
TfL: John Colgan, Demand Responsive Bus Trial Manager and Becky Upfold, Innovation Business Delivery Lead	Update on demand responsive bus trial	Director, Policy and Investigation, Senior Policy Officer and Policy Officer (TR)	11.12.18
Constain Skanska, Jo Field, Strategic Engagement Advisor HS2	Euston station and HS2 works	Chief Executive and Senior Policy Officer	12.12.18
Network Rail: Ian Hanson, South East Stations Director and Henry Bates, Business Manager to Chief Executive	Station improvements and the Travel Demand Management Board	Chief Executive and Director, Policy and Investigation	12.12.18

Organisation	Notes	Relevant Officers and Members	Date (chronological)
Arriva Rail London: Will Rogers, Managing Director and Stella Rogers, Customer Experience Director	Regular bi-lateral meeting: performance and winter preparedness, Gospel Oak to Barking electrification completion, timetable changes, Upminster platform 6 lift and other Access for All bids	Director, Policy and Investigation and Policy Officer (TR)	12.12.18
Rail Safety Standards Board (RSSB), Roundtable briefing	The health and safety effects of crowding on trains and in stations	Director, Policy and Investigation (as Safety Advisor)	13.12.18
TfL: Vernon Everitt: Managing Director of Customers, Communication and Technology and Ed Morris, Engagement Officer	Crossrail, working with London boroughs, Rail Ombudsman Scheme, TfL business plan	Chair, Chief Executive and Director, Policy and Investigation	13.12.18
Network Rail (Southern Route) and Govia Thameslink Railway (GTR)	Alliance board meeting	Director, Policy and Investigation	14.12.18
Transport for the West Midlands: Laura Shoaf, Managing Director	Introductory meeting	Chief Executive	14.12.18
South Western Railway: Andy Mellors, Managing Director and Christian Neill, Head of Customer Experience	Regular bi-lateral meeting: performance and Sir Michael Holden review implementation, winter preparedness, timetable changes, Clapham Junction station management and development, Access for All stations – new bids	Chief Executive, Policy Officer (TR) and Policy Officer (SH)	14.12.18
Network Rail: Jill Stone, Development Manager (Wessex)	Clapham Junction development and interchange assessment	Director, Policy and Investigation, Policy Officer (TR) and Policy Officer (SH)	14.12.18
Network Rail: Daryl McIntosh, Senior Public Affairs Manager	Input to 100 day review of Andrew Haines, CEO Network Rail	Chief Executive and Director, Policy and Investigation	17.12.18
Network Rail: John Halsall, Route Managing Director (South East)	Sixth monthly meeting	Chief Executive and Director, Policy and Investigation	17.12.18
Network Rail: Rupert Walker, Strategy and Planning Director and Catherine Mason, Non Executive Member of the System Operator Advisory Board	System operator's plans for the next Control Period 6	Chief Executive and Director, Policy and Investigation	17.12.18

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 for Southall/Guildford possessions	Policy Officer (KB)	18.12.18
Travel Demand Management (TDM) Board – TfL, Network Rail and representatives of London Underground and train companies operating in London area	Cross industry planning meeting	Senior Policy Officer	18.12.18
Transport Focus: Jeff Halliwell, Chair and Anthony Smith, Chief Executive	Rail ombudsman, Porterbrook rolling stock research, Transport Focus user panel, Heathrow/M25, Transport safety advisory role, Williams' Review, enhanced compensation for GTR passengers	Chair, Chief Executive and Director, Policy and Investigation	18.12.18
TfL: Shashi Verma, Chief Technology Officer and Director of Customer Experience	General discussion on fares and ticketing and need to update national rail fares to TfL journey planner	Chief Executive and Director, Policy and Investigation	18.12.18
TfL: Julie Dixon, Head of Marketing Services, Ed Morris, Engagement Officer and Jane Commons, Business development manager, London River Services	Bus spider map discussion	Director, Policy and Investigation and Senior Policy Officer	19.12.19
Network Rail South East Route: Ian Hanson, South East Stations Director, Darren Williams, Victoria Coach Station Manager, Denis Kirk, London Bridge Station Manager and Tom Wood	Updates on Victoria and London Bridge stations, and TDM board	Chief Executive and Senior Policy Officer	04.01.19
GoAhead London: Bradley Faithful, Area General Manager for Service Performance	Hail and ride bus services	Policy Officer (TR)	09.01.19
Network Rail (South East Route) and GTR	Alliance board meeting	Director, Policy and Investigation	11.01.19

Organisation	Notes	Relevant Officers and Members	Date (chronological)
LNER: Emma Vincent, Head of Customer Experience	Train performance, customer experience/complaints handling, new trains introduction and future timetable, King's Cross remodelling and impact on passengers	Director, Policy and Investigation	11.01.19
Travel Demand Management (TDM) Board – TfL, Network Rail and representatives of London Underground and train companies operating in London area	Cross industry major works planning meeting	Director, Policy and Investigation	13.01.19
TfL: Gareth Powell, Managing Director of Surface Transport	Bus service changes, tram extension, Victoria Coach station	Deputy Chair, Chief Executive, Director, Policy and Investigation and Policy Officer (SH)	15.01.19
DfT: Jeaur Rahman, Correspondence Manager, Passenger Services, Andrew Johnson, Passenger Benefits Advisor, Peter Lepper and Transport Focus: Mike Hewitson, Head of Policy	Railway bye-laws meeting (proposed changes)	Director, Policy and Investigation and Policy Officer (TR)	17.01.19
Arriva Rail London: Stuart Giddings, General Manager	Proposed ticket office closures – to mitigate the impact on passengers	Director, Policy and Investigation and Policy Officer (TR)	18.01.19
TfL: Ed Morris, Engagement Officer	Monthly catch-up meeting	Chief Executive and Operations and Communications Manager	21.01.19
Parliamentary Advisory Committee on Transport Safety (PACTS)	Rail safety working group	Director, Policy and Investigation (as Safety Advisor)	
TfL: Nigel Holness: Interim Managing Director of London Underground	Performance, upgrades, potential impact of Thameslink/Elizabeth line not opening in December, ticket office recommendations progress	Chair, Chief Executive and Director, Policy and Investigation	23.01.19
Network Rail: Led by James Nattrass, National Operations Centre Director	De-brief on festive engineering works nationally	Senior Policy Officer	24.01.19

Organisation	Notes	Relevant Officers and Members	Date (chronological)
Rail Accident Investigation Branch (RAIB): Simon French, Chief Inspector of Rail Accidents	Annual meeting: key matters arising in 2018	Chief Executive and Director, Policy and Investigation	24.01.19
Travel Demand Management (TDM) Board – TfL, Network Rail and representatives of London Underground and train companies operating in London area	Cross industry major works planning meeting	Senior Policy Officer	28.01.19
MTR Crossrail: Steve Murphy, Managing Director	General update	Chief Executive and Director, Policy and Investigation	06.02.19
British Transport Police: Paul Crowther, Chief Constable	Biannual meeting – crime on rail network, graffiti, trespassers and Williams’ Review	Chief Executive and Senior Policy Officer	07.02.19
Network Rail (Southern Route) and GTR	Alliance board meeting	Director, Policy and Investigation	08.02.19
TfL: Mike Brown, Commissioner for Transport	Bus service cuts, Williams’ Review, future funding, Crossrail and Victoria Coach station	Chair, Chief Executive and Director, Policy and Investigation	08.02.19
Office of Rail and Road	Rail statistics management group	Casework Manager	12.02.19
Rail Safety and Standards Board (RSSB)	People on trains and stations risk group	Director, Policy and Investigation (as Safety Advisor)	13.02.19
Network Rail	Access Oversight Board	Director, Policy and Investigation	14.02.19
London Borough of Sutton: Cllr Jill Whitehead	Hail & Ride bus service discussion	Senior Policy Officer and Policy Officer (TR)	15.02.19
Which?: Sarah Shakespeare, Policy Advisor and Tim Marshall Policy Advisor	London TravelWatch’s thoughts on Which?’s Passenger-Focused Rail report	Director, Policy and Investigation and Policy Officer (SH)	15.02.19

Organisation	Notes	Relevant Officers and Members	Date (chronological)
c2c: Julian Drury, Managing Director, Ben Martin, Asset and Property Director, Chris Atkinson, Head of Communications and Anand Sampat, Head of Customer Experience	Train service and performance, fares reform, station transformation programme, digital railway, Williams' Review	Chief Executive and Director, Policy and Investigation	15.02.19

- During this period, officers also attended the Secretary of State's Winter Reception, London Transport Awards judges' meeting, MTR Crossrail's Revenue Protection Annual Summit, Chiltern's Passenger Group meeting, Ipsos MORI's End of Year Review, Haringey Council's Transport Forum, the RDG's roundtable on the Williams' Rail Review, Centre for London's event on road pricing, a meeting of the European Passenger Federation, the All-Parliamentary Party Rail Group, the Parliamentary Advisory Committee on Transport Safety, the ORR's business planning workshop, the RSSB's Industry Workshop, Field Consulting's Revolution or Evolution talk, GTR's Passenger Demand Review and May 2019 Timetable Consultation affecting St Albans, Harpenden and Luton, and the Future Challenges to Mobility and Street Life meeting organised by London Assembly Member Nicky Gavron.
- A joint event was held with Rupa Huq MP in Parliament to discuss TfL's proposed changes to bus routes across Ealing. Those in attendance included representatives from TfL, MPs from all three Ealing constituencies and over 40 local bus users.