

Board meeting  
02.04.19

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**Secretariat memorandum**

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Agenda item: 6  
LTW601  
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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..

<b>Organisation</b>	<b>Notes</b>	<b>Relevant Officers and Members</b>	<b>Date</b> (chronological)
People on Trains and Station Risk Group (PTSRG), Rail Safety and Standards Board (RSSB) SSH Group	Quarterly meeting	Director, Policy and Investigation (as Safety Advisor)	12.03.19
Heathrow Express: Karan Suri, Pricing and Technology Manager	Introductory meeting in advance of future twice yearly meetings	Director, Policy and Investigation and Casework Manager	12.03.19
Govia Thameslink Railway (GTR), Network Rail and the Department for Transport (DfT)	Presentation to GTR on National Rail Passenger Survey findings from autumn 2018	Director, Policy and Investigation	13.03.19
Network Rail: James Nattrass, Director, Incident Management & Operational Security	Introductory meeting regarding minimising passenger disruption during major works	Director, Policy and Investigation and Senior Policy Officer	13.03.19
Office for Rail and Road (ORR): Stephanie Tobyn, Deputy Director of Consumers and Bryan Little, Consumer Policy Executive	Consumer Expert Panel	Casework Manager	13.03.19
Network Rail, train operators and the DfT	Access Oversight Board for Kings Cross engineering works in advance of projected major closure	Policy Officer (TR)	14.03.19
Euston Station Steering Group: Roland Stepney, Programme Sponsor for HS2 Phase 2, Hassard Stacpoole, Senior Communications Consultant at Network Rail, Mike Hoptroff, Head of Operations Strategy, Simon Gimson, HS2 Commercial Lead, West Midlands Trains	Meeting to discuss plans for Euston station in preparation for HS2 works – follow up from the December Policy Committee meeting	Director, Policy and Investigation and Senior Policy Officer	14.03.19
ORR: Declan Collier, Chair and John Larkinson, Interim Chief Executive	First meeting with new chair. Introduction to the work of London TravelWatch, GTR rail passenger compensation, Rail Ombudsman	Deputy Chair, Chief Executive and Director, Policy and Investigation	18.03.19

<b>Organisation</b>	<b>Notes</b>	<b>Relevant Officers and Members</b>	<b>Date</b> (chronological)
Andrew Jones MP: Minister for Rail, Toby Eccles, Head of Airport Policy at the DfT and Daniel Cosnett, Policy Advisor at the DfT	Introductory meeting. Issues for passengers in the London Railway Area, access to airports, fares compensation, Rail Ombudsman	Chief Executive and Director, Policy and Investigation	19.03.19
TfL: Shashi Verma, Chief Technology Officer and Director of Customer Experience	Regular meeting. Development of Oyster/contactless technology	Chief Executive and Director, Policy and Investigation	20.03.19
Network Rail: Rupert Walker, Strategy and Planning Director	Development of a London rail strategy	Chief Executive and Director, Policy and Investigation	21.03.19
South Western Railway: Alan Penlington, Head of Customer Experience and Jenny Saunders, Head of Stations	Customer experience change presentation	Director, Policy and Investigation and Policy Officer (TR)	21.03.19
Network Rail South East Route: Darren Williams, Victoria Station Manager, Denis Kirk, London Bridge Station Manager, Max Coventry, Charing Cross and Cannon Street Station Manager. Southeastern Railway: Diane Burke, Customer Service Director	Update on developments at each station and one team working with train companies	Chief Executive and Director, Policy and Investigation	22.03.19

- During this period, officers also attended the All-Party Parliamentary Party Rail Group, the Porterbrook rolling stock passenger research workshop and the Transport Statistics User Group's rail statistics seminar.
- A meeting was held with representatives from the bus industry to discuss research by Loughborough University, commissioned by London TravelWatch, looking into bus occupant safety.
- London TravelWatch hosted the European Passenger Federation for its Annual General Meeting.
- London TravelWatch officers attended and were also allocated a stand at TfL's Access All Areas exhibition.