

Policy committee meeting 14.03.17

Secretariat memorandum

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Agenda item: 4

PC105

Drafted: 02.03.17

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 pertain to this committee. Note that activities concerning strategic transport matters are reported to Board meetings.

2 Recommendation

- 2.1. That the report is received for information.

3 Information

- 3.1. The table attached at 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)
Jon Carter, Head of Business Services, Transport Focus	Detailed work on Rail Passenger Redress Scheme	Director Policy & Investigation	05.01.17
Lord Kennedy of Southwark	Introductory meeting	Chair, Chief Executive; Director Policy & Investigation	09.01.17
Rail Passenger Redress Scheme task force meeting, including representatives from Transport Focus, Rail Delivery Group, London TravelWatch, Office of Rail and Road and Department for Transport	Development of Rail Passenger Redress Scheme	Chief Executive; Director Policy & Investigation; Executive Assistant (SM)	11.01.17
Leon Daniels, Managing Director, Transport for London Surface Transport	Regular update meeting on surface transport issues including congestion, bus priority and safety	Chief Executive; Director Policy & Investigation	16.01.17
Anthony Smith, Chief Executive, and Jon Carter, Head of Business Services, Transport Focus	Detailed work on Rail Passenger Redress Scheme	Chief Executive; Executive Assistant (SM)	18.01.17
Mark Wild, Managing Director and other senior managers from London Underground	London Underground Stakeholder Roundtable	Director Policy & Investigation	19.01.17
Chiltern Railways	Chiltern Passenger Board	Director Policy & Investigation	20.01.17
Jon Carter, Head of Business Services, Transport Focus	Detailed work on Rail Passenger Redress Scheme	Chief Executive; Executive Assistant (SM)	23.01.17
Travel Demand Management Board	Forthcoming planned works and events across the transport network	Director Policy & Investigation	23.01.17
RPRS task force meeting	Development of Rail Passenger Redress Scheme	Chief Executive; Executive Assistant (SM)	25.01.17
Bakerloo Line representatives, London Underground	Briefing on forthcoming consultation for the Bakerloo Line Extension	Director Policy & Investigation	26.01.17
Department for Transport representatives	Railway Byelaws Roundtable	Director Policy & Investigation	27.01.17

Organisation	Notes	Relevant Officers and Members	Date (chronological)
Jamie Burles, Managing Director, and Jonathon Denby, Head of Corporate Affairs, Greater Anglia	Regular update meeting including rolling stock, infrastructure, compensation and performance	Director Policy & Investigation; Policy Officer (RN); Communications Officer	30.01.17
Representatives from the National Infrastructure Commission	Stakeholder event	Policy Officer (VS)	31.01.17
Jon Carter, Head of Business Services, Transport Focus	Detailed work on Rail Passenger Redress Scheme	Chief Executive; Executive Assistant (SM)	01.02.17
Carol King, Customer Service & Quality Impact Manager, Rail Delivery Group; Jon Carter, Head of Business Services, Transport Focus	Rail Passenger Redress Scheme – eligibility criteria	Chief Executive; Director Policy & Investigation; Casework Manager	01.02.17
Caroline Pidgeon MBE, Chair of Transport Committee, London Assembly	Regular catch-up, including Rail Passenger Redress Scheme, budgeting, board, and chair recruitment	Chair; Chief Executive	02.02.17
Nick Baker and Andrew Chillingworth, London Tramlink	Tram update meeting	Chief Executive, Director Policy & Investigation, Policy Officer (VS)	06.02.17
RPRS task force meeting	Development of Rail Passenger Redress Scheme	Chief Executive; Executive Assistant (SM)	08.02.17
John Gill, Network Rail	Regular catch-up, including travel demand management, liaison and London Bridge	Chief Executive; Policy Officer (RN)	08.02.17
Network Rail and Govia Thameslink Railway Alliance Board	Timetabling, liaison arrangements	Policy Officer (RN)	10.02.17
Jon Carter, Head of Business Services, Transport Focus	Detailed work on Rail Passenger Redress Scheme	Chief Executive; Executive Assistant (SM)	15.02.17
John Horncastle, Rail Delivery Group; Jon Carter, Head of Business Services, and Kate O'Reilly, Casework Manager, Transport Focus	Rail Passenger Redress Scheme – eligibility criteria	Chief Executive; Casework Manager	15.02.17
Laura Cole, Assistant Director of Business Development, Ombudsman Services; Simon Morris, Deputy Chief Executive, Ombudsman Services	Introduction to London TravelWatch casework function	Chief Executive; Casework Manager	16.02.17

Organisation	Notes	Relevant Officers and Members	Date (chronological)
Vernon Everitt, Managing Director of Customers, Communication and Technology; Johnnet Hamilton, Senior External Relations Manager; Hannah Farthing, Senior Communications and Engagements Manager, Transport for London	Regular update meeting including TfL restructuring, TfL business plan, rail devolution, bus services and Rail Passenger Redress Scheme	Chair; Chief Executive; Policy Officer (VS) (in part)	17.02.17
Dave Penney, Managing Director Chiltern Railways; Jenny Payne Customer Services Director	Regular update meeting including timetabling and new developments	Director Policy & Investigation; Policy Officer (RN)	20.02.17
Travel Demand Management Board	Forthcoming planned works and events across the transport network	Director Policy & Investigation,	20.02.17
RPRS task force meeting	Development of Rail Passenger Redress Scheme	Chief Executive; Executive Assistant (SM)	22.02.17
Representatives from Department for Transport, Ombudsman Association, Consumer Council for Water, Water Redress Scheme, Transport for London, Which?, Rail Delivery Group, Office of Rail and Road, and Transport Focus	Consultation Round Table – to receive opinions and feedback from industry partners regarding the passenger redress scheme	Chief Executive; Director Policy & Investigation; Casework Manager; Executive Assistant (SM)	22.02.17
Representatives from Office of Rail and Road	ORR website review workshop	Policy Officer (KB)	22.02.17
Transport for London	Update on Kingston Bus Station	Director Policy & Investigation; Policy Officer (VS)	27.02.17
Mark Evers, Director of Customer Strategy, London Underground	Station Action Plan and London Underground ticket office plans	Director Policy & Investigation, Policy Officer (KB)	28.02.17
Jon Carter, Head of Business Services, Transport Focus	Detailed work on Rail Passenger Redress Scheme	Chief Executive; Executive Assistant (SM)	01.03.17
John Horncastle, Rail Delivery Group; Jon Carter, Head of Business Services, Kate O'Reilly, Casework Manager, Transport Focus	Rail Passenger Redress Scheme – eligibility criteria	Chief Executive; Casework Manager; Executive Assistant (SM)	01.03.17

Organisation	Notes	Relevant Officers and Members	Date (chronological)
Jon Carter, Head of Business Services, Transport Focus; Jim Rickleton, RDG consultant	Rail Passenger Redress Scheme – critical path	Executive Assistant (SM)	06.03.17
Allan Spence, Chair, Platform Train Interface Strategy Implementation Plan	Platform Train Interface Strategy Implementation Group meeting – governance & general arrangements, strategy & programme, sharing good practice	Safety Officer	06.03.17
Senator Abu Chiaba, Chairperson of the Senate of Kenya (Roads and Transport Committee) and colleagues	Briefing for the delegation from the Senate of Kenya on the work of London TravelWatch	Chief Executive, Director Policy & Investigation	06.03.17

In addition, members and officers attended a number of events including:

- EPF/Eurostar annual meeting
- Network Rail South East Route (Govia Thameslink Railway) Stakeholder and Customer Workshop
- South West Trains Station Pride Awards
- Network Rail South East Route (Southeastern Railway) Stakeholder and Customer Workshop
- Network Rail Wessex Route (South West Trains) Stakeholder and Customer Workshop
- Rail Delivery Group Annual Conference
- UK Bus Summit
- Transport for London Valuing People network conference
- South West Trains Stakeholder Conference
- Wessex Stakeholder Conference 2017
- London Transport Awards
- George Bradshaw Address