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**Secretariat memorandum**

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Agenda item: 7

PC142

Drafted: 04.09.18

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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. 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 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)
Andy McDonald MP, Shadow Minister for Transport	Introductory meeting	Chair, Chief Executive and Director, Policy and Investigation	18.07.18
Chiltern Railways: Dave Penney, Managing Director	Performance, future development: new franchise, Old Oak Common and Park Royal development	Chief Executive and Director, Policy and Investigation	19.07.18
Transport Focus: Ian Wright, Head of Insight and Louise Casey	Research briefing on airports' customer experience	Director, Policy and Investigation	20.07.18
RDG: John Horncastle	Dispute Resolution Ombudsman	Casework Manager	25.07.18
RDG, Transport Focus, DfT and the Office for Rail and Road: Rail Passenger Ombudsman Scheme taskforce	Regular meeting	Chief Executive (Via conference-call)	25.07.18
Network Rail: Darren Williams, Victoria Station Manager	Update on south east terminal stations	Chief Executive and Director, Policy and Investigation	26.07.18
Network Rail: Becky Lumlock, Wessex route Managing Director, James Waight, Head of Strategic Planning (Wessex) and Aeneas Tole, Senior Public Affairs Manager (Wessex)	Performance, fleet and power related issues, future infrastructure planning	Chief Executive and Director, Policy and Investigation	26.07.18
TfL: Geoff Hobbs, Head of Transport Planning at London Rail	Bus planning	Director, Policy and Investigation, Senior Policy Officer and Policy Officer (TR)	26.07.18
Network Rail and GTR	Alliance board meeting	Director, Policy and Investigation	27.07.18
Stop Killing Cyclists: Donnachadh McCarthy, Co-founder	General update meeting	Deputy Chair and Chief Executive	28.07.18
TfL: Nicky Ward, Head of National and Regional Partnerships and Ed Morris, Engagement Officer	Overview of forthcoming meetings with senior staff	Chief Executive, Director, Policy and Investigation, Operations and Communications Manager and Committee and Public Liaison Officer	30.07.18
Network Rail: Paul Calvert, Station Manager at Clapham Junction and Guildford Stations	Clapham Junction station	Chief Executive and Policy Officer (RN)	31.07.18

<b>Organisation</b>	<b>Notes</b>	<b>Relevant Officers and Members</b>	<b>Date</b> (chronological)
RDG: John Horncastle, Project Manager, Micky Ball, Head of Customer Service Centre	Rail Passenger Ombudsman Scheme Rules & Eligibility Criteria Review Part 2	Director, Policy and Investigation and Casework Manager	31.07.18
Heidi Alexander, Deputy Mayor for Transport, Greater London Authority	Introductory meeting	Chair, Chief Executive and Director, Policy and Investigation	01.08.18
Dispute Resolution Ombudsman: Transport Focus, John Horncastle, Rail Delivery Group	Ombudsman implementation workshop	Chief Executive	01.08.18
People on Trains and Station Risk Group (PTSRG), Rail Safety and Standards Board (RSSB) SSH Group	Quarterly meeting	Director, Policy and Investigation	01.08.18
East Midlands Trains: Jake Kelly, Managing Director, and Laura Etheridge, Stakeholder Manager	May 2018 timetable implementation, customer experience at St Pancras, on train customer experience	Chief Executive and Director, Policy and Investigation	03.08.18
TfL: Ben Richards, Procurement Departments Senior Management Team, Becky Upfold, Innovation Business Delivery Lead, and Ed Morris, Engagement Officer	Demand responsive bus trail	Director, Policy and Investigation and Policy Officer (TR)	06.08.18
Greater Anglia: Jamie Burles, Managing Director and Jonathan Denby, Head of Corporate Affairs	Performance, Stansted Airport penalty fares, general update on Greater Anglia	Director, Policy and Investigation and Policy Officer (RN)	07.08.18
RDG: Jason Webb, Deputy Managing Director and Paul Bowden, Head of Commercial	Fares and ticketing including smart extensions, Journey Planner post-Thameslink, May timetable change, post-Thameslink cross London advice, other routing and fare issues	Director, Policy and Investigation and Casework Manager	08.08.18
TfL: Richard Nicholl, Operations Manager and Technical Director, Jonathan Berry, Principle Sponsor, Ed Morris, Engagement Officer	Possibility of step-free access on central line at Bank station	Director, Policy and Investigation, Policy Officer (RN) and Policy Officer (KB)	08.08.18

<b>Organisation</b>	<b>Notes</b>	<b>Relevant Officers and Members</b>	<b>Date</b> (chronological)
South Western Railway: Alan Penlington, Customer Service Director and Christian Neill, Head of Customer Experience	Performance, delay to the December 2018 timetable	Director, Policy and Investigation and Policy Officer (TR)	09.08.18
Tramlink: Mark Davis, General Manager and Tom Singleton, Head of Operations and Service	Ticket Machine withdrawal, Sandilands, performance, impact of GTR problems	Director, Policy and Investigation and Policy Officer (TR)	10.08.18
MTR Crossrail: Steve Murphy, Managing Director	Project update, performance, London TravelWatch research	Director, Policy and Investigation and Senior Policy Officer	14.08.18
Southeastern: David Statham, Managing Director, Diane Burke, Commercial Director and George Patterson, Stakeholder Engagement Manager	Performance, May 2018 timetable implementation, passenger experience, independent report on Lewisham incident	Chief Executive and Director, Policy and Investigation	03.09.18
c2c: Julian Drury, Managing Director, Anand Sampat, Head of Customer Experience and Ben Martin, Head of Asset Management	Performance, January fares increases, fares reform, smart ticketing, Upminster station transformation, Barking station, Fenchurch Street station, digital railway	Chief Executive and Director, Policy and Investigation	03.09.18

- During this period, officers also attended the British Transport Police Strategic Plan Event and the Heathrow and Transport Focus Conference.
- On 6 August, London TravelWatch hosted a delegation from the Zhongyuan University of Technology in China and gave a presentation about our work.