

# Policy committee meeting 11.12.18

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## Secretariat memorandum

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Agenda item: 7

PC149

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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)
TfL: Lucy Preston, Senior Product Manager	To review ticket machines at Harrow on the Hill, Kentish Town and West Brompton.	Director, Policy and Investigation	12.11.18
MTR Crossrail: Steve Murphy, Managing Director	Project update, including stations and Christmas/New Year engineering possessions, performance	Chief Executive and Policy Officer (KB)	14.11.18
RDG, Transport Focus, DfT and the Office for Rail and Road	Regular meeting of Rail Passenger Ombudsman Scheme taskforce	Chief Executive	14.11.18
JFG Communications: Jo Field, Founder and Managing Director	HS2 stations engagement with London TravelWatch	Chief Executive, Director, Policy and Investigation and Senior Policy Officer	15.11.18
RDG, Transport Focus, DfT and the Office for Rail and Road	Regular meeting of Rail Passenger Ombudsman Scheme taskforce	Chief Executive	15.11.18
Great Western Railway: Mark Hopwood, Managing Director and Jane Jones, Head of Public Affairs	Performance and complaints handling, stations, Christmas/New Year engineering possessions, rail reviews and future timetable changes	Chief Executive and Director, Policy and Investigation	16.11.18
Network Rail and GTR	Alliance Board meeting	Director, Policy and Investigation	21.09.18
TfL (Tramlink): Mark Davis, General Manager and Tom Singleton, Head of Operations and Service	Sandilands report and recommendations for implementation, performance, tram extension	Director, Policy and Investigation and Senior Policy Officer	19.11.18
Ian Taylor, Researcher for Andy McDonald MP	Improving passenger engagement in public transport.	Chief Executive and Director, Policy and Investigation	20.11.18
City of London:	Public committee meeting regarding the City's new Transport Strategy	Senior Policy Officer	21.11.18
Network Rail: Rupert Walker, Strategy and Planning Director (South)	Regular meeting	Chief Executive and Director, Policy and Investigation	21.11.18
Network Rail South East Route Stakeholder Partnership Forum	Launch of new forum and plan for implementation	Director, Policy and Investigation and Policy Officer (SH)	22.11.18
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 (TR)	23.11.18

<b>Organisation</b>	<b>Notes</b>	<b>Relevant Officers and Members</b>	<b>Date</b> (chronological)
Network Rail: Ian Hanson, South East Stations Director, Denis Kirk, London Bridge Station Manager and Darren Williams, Victoria Station Manager	Improving customer service at London terminal stations	Director, Policy and Investigation and Senior Policy Officer	23.11.18
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	26.11.18
London Borough of Bromley: Cllr Huntington-Thresher, Executive Member for Environmental Services and David Bond, Transport Strategy and Projects Manager	Hail and ride and accessible bus stops meeting	Policy Officers (TR and SH)	27.11.18
HS2: Mike Luddy, Director for Stations	Introductory meeting	Chief Executive and Director, Policy and Investigation	29.11.18

- During this period, officers also attended TfL's Vision Zero Action Plan Meeting, a meeting of the All Party Parliamentary Group on Cycling, the UK Bus Awards, GTR's stakeholder conference, Network Rail's stakeholder forum, and Network Rail's Work in Progress on Wayfinding Design Standards.
- On 13<sup>th</sup> November, the Chair and Director, Policy and Investigation attended the GLA's Transport Committee.
- On 29<sup>th</sup> November, the Chief Executive attended as a guest speaker at the Global AirRail Conference.