
Secretariat memorandum

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Agenda item: 7

PC162

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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.

Organisation	Notes	Relevant Officers and Members	Date (chronological)
Travel Demand Management (TDM) Board – TfL, Network Rail and representatives of London Underground and train companies operating in London area	Cross industry planning meeting	Chief Executive (JC) and Senior Policy Officer	25.03.19
Network Rail: Nick Brown, Chair of System Operator Supervisory Board and Catherine Mason, Member of Board	Discussions on role and direction of system operator function within Network Rail	Chief Executive (JC) and Director, Policy and Investigation	26.03.19
TfL: Gareth Powell, Managing Director of Surface Transport and Mark Farrow, Surface Transport Chief of Staff	Bus service update, road maintenance, cycle infrastructure and cycle data, Barking to Gospel Oak line, devolution of rail services to TfL	Chief Executive (JC) and Director, Policy and Investigation	28.03.19
Lynsey Jones, Parliamentary Researcher for Grant Shapps MP	Introductory meeting to explain the work that London TravelWatch does and changes to the rail services to and from central Hertfordshire	Director, Policy and Investigation and Operations and Communications Manager	28.03.19
Network Rail (Anglia Route): Meliha Duymaz, Managing Director	Biannual meeting	Chief Executive (JC) and Director, Policy and Investigation	01.04.19
TfL: Lauren Preteceille, Head of National and Regional Partnerships and Ed Morris, Engagement Officer	Monthly catch-up meeting	Chief Executive (JC), Director, Policy and Investigation and Operations and Communications Manager	03.04.19
TfL: Nigel Holness: Managing Director of London Underground	Reliability, accessibility (inclusion in Passenger Assist), ticket office report recommendations, crowding on trains and stations RSSB work, CCTV on Central and Bakerloo line trains (reported sexual assaults on passengers)	Chair, Chief Executive (JC) and Director, Policy and Investigation	04.04.19
Network Rail and Transport Operators using Kings Cross	Access Oversight Board, Kings Cross blockade	Policy Officer (TR)	04.04.19
Network Rail (Southern Route) and Govia Thameslink Railway (GTR)	Alliance board meeting	Director, Policy and Investigation	05.04.19

Organisation	Notes	Relevant Officers and Members	Date (chronological)
East Midlands Trains: Jake Kelly, Managing Director and Laura Etheridge, Stakeholder Manager	Biannual meeting. General update, performance, customer experience at St Pancras and Network Rail reorganisation	Director, Policy and Investigation	05.04.19
Great Western Railway: Mark Hopwood, Managing Director and Jane Jones, Head of Public Affairs	Triannual meeting: performance, future timetable changes – December 2019, customer experience at Paddington, Western Supervisory Board and Network Rail reorganisation	Director, Policy and Investigation	08.04.19
TfL: David Leboff, Principal Sponsor, Station Development	Plans to re-develop Colindale station	Senior Policy Officer	09.04.19
Network Rail: Sophie Gildersleve, Event Planning Specialist	Engineering work map and customer impact	Senior Policy Officer and Policy Officer (SH)	15.04.19
Transport Focus: Jeff Halliwell, Chair and Anthony Smith, Chief Executive	Introductory meeting with Joanna Simons	Chair and Chief Executive (JS)	16.04.19
Network Rail: Rupert Walker, Strategy and Planning Director	Monthly catch-up meeting	Director, Policy and Investigation	17.04.19
Arriva Rail London: Sam Russell, Stakeholder Engagement Manager and Paula Coutts, Transformation Project Manager	Ticket office closures on London Overground	Director, Policy and Investigation and Policy Officer (TR)	17.04.19
London Assembly: Ed Williams, Executive Director, Assembly Secretariat	Liaison meeting	Chief Executive (JS)	17.04.19
London Living Streets	Advice regarding highway obstructions	Senior Policy Officer	24.04.19
Network Rail: Nicole Cohen-Wray, Stations Transformation Programme Lead and Henry Bates, Business Manager to Chief Executive	Update on developments at each station and one team working with train companies	Director, Policy and Investigation and Senior Policy Officer	26.04.19
Southeastern: David Statham, Managing Director, Diane Burke, Commercial Director and George Patterson, Stakeholder Engagement Manager	Quarterly meeting: train performance, Lewisham incident recommendations implementations, franchise extension and slips, trips and falls – reduction strategy	Director, Policy and Investigation and Policy Officer (KB)	29.04.19

Organisation	Notes	Relevant Officers and Members	Date (chronological)
TDM Board – TfL, Network Rail and representatives of London Underground and train companies operating in London area	Cross industry planning meeting	Senior Policy Officer	29.04.19
Network Rail (London North Western Route): Martin Frobisher, Managing Director	Introductory meeting	Director Policy and Investigation and Policy Officer (TR)	30.04.19
Network Rail (London North Eastern Route): Rob McIntosh	Introductory meeting	Director, Policy and Investigation and Policy Officer (SH)	01.05.19
Department for Transport (DfT): Toby Eccles, Head of London Airport Policy, Aviation Policy Division and Susan Watts, Senior Policy Advisor	Follow-up from meeting with Andrew Jones MP	Chief Executive (JS) and Director, Policy and Investigation	02.05.19
Network Rail and Transport Operators using Kings Cross	Access Oversight Board, Kings Cross blockade	Senior Policy Officer	02.05.19
Network Rail (Southern Route) and Govia Thameslink Railway (GTR)	Alliance board meeting	Policy Officer (SH)	03.05.19
TfL: Vernon Everitt, Managing Director, Customers, Communication and Technology, Lauren Preteceille, Head of National and Regional Partnerships and Ed Morris, Engagement Officer	Introductory meeting with Joanna Simons	Chief Executive (JS) and Director, Policy and Investigation	07.05.19
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)	07.05.19
Transport Focus: Anthony Smith, Chief Executive	Liaison meeting	Chief Executive (JS)	08.05.19
Greater Anglia: Jonathan Denby, Head of Corporate Affairs	Triannual meeting: performance, Stansted Airport penalty fares & Oyster/Contactless extension, general update on Greater Anglia	Director, Policy and Investigation	08.05.19

Organisation	Notes	Relevant Officers and Members	Date (chronological)
London Assembly: David Pealing, Principal Committee Manager, Committee and Member Services and Daniella Davila Aquije, Scrutiny Manager	Transport Committee liaison	Chief Executive (JS)	09.05.19
Virgin Trains: Mark Whitehouse, Executive Director of Finance	Biannual meeting: performance, future engineering work disruption for passengers, customer experience and complaints handling – including Euston Station	Chief Executive (JS) and Director, Policy and Investigation	09.05.19
Loughborough University	Bus occupant safety meeting	Senior Policy Officer	
c2c: Julian Drury, Managing Director, Chris Atkinson, Head of Communications and Alex Whybro, Customer Experience Manager	Quarterly meeting: performance, July restricted timetable, retail transformation project update, smart ticketing update, station transformation update	Director, Policy and Investigation and Policy Officer (TR)	10.05.19
TfL: Mark Davis, General Manager of London Trams, Tom Singleton, Head of Operations and Service, Tramlink and Ed Morris, Engagement Officer	Triannual meeting: Sandilands – implementation of report recommendations, performance and engineering update and tram extensions	Director, Policy and Investigation and Senior Policy Officer	13.05.19
South Western Railway: Andy Mellors, Managing Director and Christian Neill, Head of Customer Experience	Quarterly meeting: performance and Sir Michael Holden review implementation, timetable changes, new and refurbished trains, fares and extension of Oyster/Contactless	Director, Policy and Investigation and Policy Officer (TR)	14.05.19
Network Rail (Western Route): Mark Langman, Managing Director	Introductory meeting	Director, Policy and Investigation and Policy Officer (KB)	15.05.19
TfL: Julie Dixon, Head of Marketing and Communications	Catch-up regarding TfL printed information	Director, Policy and Investigation and Senior Policy Officer	16.05.19

Organisation	Notes	Relevant Officers and Members	Date (chronological)
DfT: Roger Jones, Rail Advisor - Airport Surface Access, Ben Stafford, Head of Rail, Heathrow Expansion Programme Stuart White, Deputy Director, Rail Service Delivery and Sarah Natrass, Principal Client, Southern Rail Access to Heathrow	Discussion on southern rail link to Heathrow and potential London TravelWatch report into DfT work	Director, Policy and Investigation	16.05.19
London Assembly: Ed Williams, Executive Director, Assembly Secretariat	Liaison meeting	Chief Executive (JS)	16.05.19
Transport Focus: Anthony Smith, Chief Executive	Signposting and data regarding Rail Ombudsman Scheme, rail performance and reporting, Rail Fares Review – including DfT consultation on PAYG extension and buses	Chief Executive (JS)	16.05.19
Campaign for Better Transport: Darren Shirley, Chief Executive	Introductory meeting with Joanna Simons	Chief Executive (JS) and Director, Policy and Investigation	16.05.19
Porter Brook Passenger Focus Group	Rolling stock	Policy Officer (SH)	20.05.19
Rail Delivery Group, DfT, Transport Focus	Redundant & Legacy Routes Proposal/Criteria	Policy Officer (SH)	23.05.19
Parliamentary Advisory Committee on Transport Safety (PACTS)	Rail safety working group	Policy Officer (TR)	23.05.19
Network Rail: Ian Hanson, South East Stations Director and Henry Bates, Business Manager to Chief Executive	Update on developments at each station and one team working with train companies	Senior Policy Officer and Policy Officer (SH)	24.05.19
TfL	Demand responsive bus trail	Policy Officer (TR)	24.05.19

- During this period, officers also attended Thameslink's Learning seminar at the Institution of Civil Engineers, Stansted Airport's Transport Forum, The House of Commons' Transport Knowledge Hub event and Smith & Williamson's Doing Business in Urban Mobility seminar.

- Officers visited Croydon Town Centre to speak to bus users about services in their area.
- The Chief Executive (JC) attended the London Policy Forum as a guest speaker.
- The Director, Policy and Investigation attended and gave a presentation to the Western Alliance Board of Network Rail.
- London TravelWatch held another of its fares and ticketing seminars with representatives from the DfT, TfL, Southeastern, the RDG and Transport Focus.