

Board meeting
20.11.18

Secretariat memorandum

Author : Luke Muskett

Agenda item: 6
LTW594
Drafted: 12.11.18

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..

Organisation	Notes	Relevant Officers and Members	Date (chronological)
TfL: Clare Lacey, Community Partnerships Manager and Ed Morris, Engagement Officer	Monthly catch-up meeting.	Chief Executive, Director, Policy and Investigation and Operations and Communications Manager	15.10.18
Network Rail: Mike Smith, Head of Strategic Planning for South East England and Adam Coles	Network Rail Croydon area remodelling scheme	Chief Executive and Policy Officer (TR)	16.10.18
ORR: Stephen Glaister, Chair and others	ORR timetable report briefing	Director, Policy and Investigation	16.10.18
Railway Industry Health and Safety Advisory Committee (RIHSAC)	Quarterly meeting	Policy Officer (TR)	16.10.18
Network Rail: Paul Calvert, Station Manager at Clapham Junction	Follow-up meeting	Director, Policy and Investigation and Policy Officer (KB)	17.10.18
GTR: Kevin Parker, Head of Programme Communications	Thameslink stakeholder reference group	Policy Officer (TR)	18.10.18
Arriva Rail London: Sam Russell, Stakeholder and Community Manager	Ticket office closure proposal discussion	Director, Policy and Investigation and Policy Officer (TR)	19.10.18
RDG, Transport Focus, DfT and the Office for Rail and Road: Rail Passenger Ombudsman Scheme taskforce	Regular meeting	Chief Executive (via conference call)	19.10.18
Stephen Hammond MP	Rail devolution, GTR, District Line and London Overground, Crossrail 2, Heathrow Expansion, proposed tram extension	Chair, Chief Executive and Director, Policy and Investigation	22.10.18
European Rail Policy Forum	Regular meeting	Policy Officer (KB)	23.10.18
RDG, Transport Focus, DfT and the Office for Rail and Road: Rail Passenger Ombudsman Scheme taskforce	Regular meeting	Chief Executive	24.10.18

Organisation	Notes	Relevant Officers and Members	Date (chronological)
DfT: Mark Norton, Head of Railway Safety, Rail Industry Competitiveness	Discussion regarding stepping gaps and issues with the air	Director, Policy and Investigation (as Safety Advisory)	24.10.18
TfL: Matthew Rheinberg, Transport Planning Manager and Jasmine Jabal, Transport Planning team	Tramlink extension proposals for Sutton to South Wimbledon/Colliers Wood route	Chief Executive and Director, Policy and Investigation (conference call)	24.10.18
Network Rail: Ian Hanson, South East Stations Director	Improving customer service at London terminal stations	Chief Executive	26.10.18
Midlands Connect: Sarah Spink, Stakeholder Management Lead	Discussion on relationship between London and the East and West Midlands regions	Chief Executive and Director, Policy and Investigation	29.10.18
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	29.10.18
City of London Corporation	Public committee meeting with the City's new Transport Strategy on the agenda	Senior Policy Officer	30.10.18
RDG: Andy Wakeford, Head of Fares and Retail Support; Anna Pandoulas, Public Affairs Manager; Marianna Panizza, Head of Strategic Communications and Verity Machray, External Affairs Manager	Organising a London TravelWatch/RDG event with London and commuter belts MPs to consider fare and ticketing reform	Chief Executive, Operations and Communications Manager, Committee and Public Liaison Officer	30.10.18
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)	31.10.18
c2c: Julian Drury, Managing Director; Ben Martin, Asset and Property Director; Chris Atkinson, Head of Communications and Anand Sampat, Head of Customer Experience	Performance, simplifying fares, new integrated online ticketing system, 26-30 railcard, Access for All bids	Chief Executive, Director, Policy and Investigation and Committee and Public Liaison Officer	01.11.18

Organisation	Notes	Relevant Officers and Members	Date (chronological)
RDG: Andy Bagnall, Director of Communications	Introductory meeting and discussion on communication strategy	Chief Executive and Director, Policy and Investigation	01.11.18
Elizabeth Line: Howard Smith, Operations Director	Regular update meeting	Chief Executive and Director, Policy and Investigation	02.11.18
TfL: Jill Collis, Director of Health, Safety and Environment and Emma Burton, Senior Manager, Health, Safety and Environment	Discussion of passenger safety related issues	Director, Policy and Investigation (as Safety Advisory)	02.11.18
Greater Anglia: Jamie Burles, Managing Director and Jonathan Denby, Head of Corporate Affairs	Performance, Stansted Airport penalty fares, general update	Chief Executive and Director, Policy and Investigation	05.11.18
Dispute Resolution Ombudsman: Judith Turner, Senior Ombudsman	Presentation to introduce new ombudsman staff to London TravelWatch	Casework Manager	05.11.18
Network Rail: Andrew Haines, Chief Executive	Introductory meeting and preparation for Board meeting	Chief Executive and Director, Policy and Investigation	05.11.18
West Midlands Trains: Jan Chaudhry-van der Velde, Managing Director; Vicky Cropper; Head of Stakeholder and Community and Francis Thomas, Head of Corporate Affairs	Performance: reliability on St Albans Abbey branch and reliability of class 319s in winter, Delay Repay, timetable development December 2018 and May 2019	Chief Executive and Director, Policy and Investigation	06.11.18
Virgin Trains West Coast: Mark Whitehouse, Executive Director of Finance	Performance, customer experience and complaints handling – including Euston Station	Director, Policy and Investigation and Policy Officer (KB)	07.11.18
RDG, Transport Focus, DfT and the Office for Rail and Road: Rail Passenger Ombudsman Scheme taskforce	Regular meeting	Chief Executive	08.11.18
GTR and Transport Focus: Tom Hanham, Head of Business Change, GTR and Jordon Sergeant, Stakeholder Manager, Transport Focus	Rail operating centre in York fact finding visit	Director, Policy and Investigation (as Safety Advisory)	09.11.18

- During this period, officers also attended GWR's Stakeholder Conference, TfL's bus summit, the Rail Industry Day, a roundtable discussion hosted by Mark Wild, Managing Director of London Underground, a Network Rail event on upgrades to Croydon, Hackney Council's Scrutiny Committee, the Parliamentary Advisory Council for Transport Safety's Streets Safe for Walking Conference
- A fares and ticketing seminar was held with representatives from the DfT, TfL and the RDG.
- An event was held with a variety of interested parties to consider TfL's proposed changes to bus routes in central London.
- The third annual Ruth Thompson memorial lecture was held with Paul Buchanan attending as guest speaker.