

# Policy committee meeting 12.06.18

---

## Secretariat memorandum

Author : Luke Muskett

Agenda item: 7

PC136

Drafted: 11.06.18

---

### 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. 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)
Jason Webb, Deputy Managing Director and Crispin Humm, Head of Customer Journey, Rail Delivery Group	Fares and ticketing including smart extensions, ORR TVM market strategy, Rail Passenger Ombudsman Scheme, Journey Planner post Thameslink May timetable change, Station travel plans.	Director, Policy and Investigation and Operations and Communications Manager	12.04.18
European Passenger Federation	Accessibility, Best Practice, 48 hour notice for passengers requiring assistance, New app to help passengers, Interchange.	Director, Policy and Investigation	13.04.18
Mark Farrow, Director, London Rail, Network Rail	Southeastern stranded trains, May timetable implementation, various Network Rail infrastructure schemes, Angel Road closure and replacement Meridian Water station.	Director, Policy and Investigation	18.04.18
City of London Transport Board	Stakeholder meeting	Chair	18.04.18
Jason Webb, Deputy Managing Director and John Horncastle, RDG	Consultation discussion on progress with RPOS.	Chief Executive, Director, Policy and Investigation and Casework Manager	19.04.18
Julie Allan, Customer Relations Manager, Govia Thameslink Railway	Casework queries, ticket vending machines, May timetable changes.	Casework Manager	20.04.18
Gary James, Policy Advisor, Maritime Services Branch, Department for Transport	Meeting with complaint handling bodies.	Casework Manager	23.04.18
Nick Brown, Chief Operating Officer, Govia Thameslink Railway	20 <sup>th</sup> May timetable change and performance.	Director, Policy and Investigation	23.04.18
Keith Prince AM, Chairman of the Transport Committee, Caroline Pidgeon MBE AM, Deputy Chair of the Transport Committee and Ed Williams, Executive Director of the Secretariat, GLA	Key business plan activity, Transport Committee work plan, office accommodation, informal meeting with Board and Transport Committee.	Chair and Chief Executive	24.04.18
Sustainability Delivery Group, (GTR, Southeastern, Network Rail and Transport Focus)	Looking at best practice for passenger communication and information provision relating to engineering works.	Director, Policy and Investigation	24.04.18

<b>Organisation</b>	<b>Notes</b>	<b>Relevant Officers and Members</b>	<b>Date</b> (chronological)
Julian Drury, Managing Director, Anand Sampat, Head of Customer Experience, Chris Atkinson, Communications & Stakeholder Manager, Ben Martin, Asset and Property Director, c2c	Performance, Delay Repay 15, Barking Town Centre redevelopment and Upminster Station.	Chief Executive and Director, Policy and Investigation	25.04.18
Michael Liebreich, Kay Carberry CBE, Baroness Grey-Thompson DBE, Safety, Sustainability and Human Resources Panel; Jonathan Fox, Director of Rail and Jill Collis, Director of Health and Safety, TfL	Informal discussion on matters arising from the various investigations into the overturning of a tram at Sandilands junction.	Chief Executive, Director; Policy and Investigation, and Safety Advisor	25.04.18
Greater Anglia Stakeholder Board, Jamie Burles, Managing Director and Jonathan Denby, Head of Corporate Affairs in attendance	General updates including new ticket vending machines to include help button with video call – London TravelWatch proposal from several years previous.	Director, Policy and Investigation	25.04.18
Network Rail: Ian Hanson, Director, South East Stations and Darren Williams, Victoria Station Manager	Cannon Street Station, plus updates on London Bridge and Victoria stations.	Chair, Chief Executive, Director, Policy and Investigation and Policy Officer (VS)	27.04.18
GLA Officers on London Assembly Transport Committee Work Programme, City Hall	Discussion on Transport Committee scrutinies on rail, underground and river bus services.	Director, Policy and Investigation and Policy Officer (VS)	02.05.18
Travel Demand Management Board	Regular monthly meeting with TDM Board.	Director Policy and Investigation	03.05.18
RPOS Taskforce	Regular meeting update.	Chief Executive	03.05.18
NR/GTR Alliance Board	Discussion on readiness for 20 May timetable change and other related topics.	Director, Policy and Investigation	04.05.18
London Bridge Station Re-imagined, Network Rail	Station re-launch stakeholder event.	Policy Officer (VS)	10.05.18
Mike Brown, Transport Commissioner and Nicky Ward, Head of National and Regional Partnerships, TfL	Mayor's Transport Strategy, finding challenges, bus network, bus priority measures, Piccadilly line.	Chair, Chief Executive and Policy Officer (VS)	10.05.18

<b>Organisation</b>	<b>Notes</b>	<b>Relevant Officers and Members</b>	<b>Date</b> (chronological)
Mark Thompson, Head of EU Rail and Competition Strategy, Department for Transport. Various rail industry representatives	Implementing part of the EU Market Pillar Directive; Update on work to prepare rail markets legislation for EU Exit	Chief Executive	11.05.18
Mott McDonald, Consultant for TfL	Interview re impact of congestion charging on PHVs.	Policy Officer (VS)	11.05.18
Jane Jones, External Relations Manager and Adam Field, Station Manager, Paddington, Great Western Railway	Performance, Greenford Branch, Paddington Station.	Chief Executive and Director, Policy and Investigation	14.05.18
Rail Delivery Group and Transport Focus	Rail ombudsman task force meeting.	Chief Executive	16.05.18
Jamie Burles, Managing Director and Jonathan Denby, Head of Corporate Affairs, Greater Anglia	Performance, new trains, extension of Oyster/contactless to Stansted and Southend airports.	Chief Executive and Director, Policy and Investigation	16.05.18
Travel Demand Management Board	Regular monthly meeting with TDM Board.	Director, Policy and Investigation	21.05.18
Mark Farrow, Director, London Rail, Network Rail	General updates.	Director, Policy and Investigation	23.05.18
Network Rail: Ian Hanson, Director, South East Stations, Darren Williams, Victoria Station Manager and Dennis Kirk, London Bridge Manager	Charing Cross Station and updates on London Bridge and Cannon Street stations.	Chief Executive, Policy Officer (VS), and Operations and Communications Manager	24.05.18
Paul Crowther, Chief Constable, British Transport Police	Six monthly catch-up.	Chief Executive and Policy Officer (VS)	30.05.18
Jacqueline Starr, Director & Deputy Managing Director and Jason Webb, Deputy Managing Director, RDG	Discussion on fares simplification consultation.	Chief Executive and Director, Policy and Investigation	30.05.18
Nick Brown, Chief Operating Officer and Myriam Walburger, Head of Corporate Affairs, Govia Thameslink Railway	Debrief on the first few days of the new timetable changes.	Chief Executive and Director, Policy and Investigation	30.05.18

<b>Organisation</b>	<b>Notes</b>	<b>Relevant Officers and Members</b>	<b>Date</b> (chronological)
Becky Upfield, Innovation Director, Ben Richards, Nicky Ward, Robert Hall TfL	Briefing on demand responsive bus trials	Chief Executive, Director, Policy and Investigation and Policy Officer (VS)	31.05.18
Jill Collis, Director, Health Safety Environment, TfL	Regular update meeting.	Director, Policy and Investigation and Safety Advisor	31.05.18
Briefing on May 2018 Timetable Changes of DfT Officials by Network Rail	Primarily of benefit to DfT officials but did provide opportunity to challenge and voice our concerns.	Director, Policy and Investigation	04.06.18
Andy Mellors, Managing Director and Jane Lee, Head of Stakeholder and Communications South Western Railways	Introductory meeting.	Chief Executive	05.06.18
Jon Carter, Head of Business Services, Transport Focus and David Cassettari, Collator, TfL	Discussion on recruitment of new panel of independent review members for TfL including review of process undertaken for a similar panel on National Rail rethink.	Director, Policy and Investigation	05.06.18

- During this period, officers also attended the official opening of London Bridge Station with His Royal Highness Prince William of Wales in attendance, Women in Transport networking event, the All Parliamentary Group on Rail at Portcullis House, the Transport Times Infrastructure Conference and Transport for the South East event.
- An event was held for Jaz Deol, who was leaving London TravelWatch after 20 years of service at the organisation.