

Board meeting
17.04.18

Secretariat memorandum

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Agenda item: 6

LTW581

Drafted: 09.04.18

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)
Michael Hill, Lead Consultant on Business Engagement, Resolver	How Resolver are identifying their scope to work with the new ombudsman, poor quality of cases received from Resolver by LTW	Casework Manager	13.03.18
Richard Higgins, Head of Surface and Access Strategy and Sarah Kemp, Research and Insight Manager, Gatwick Airport	General update including accessibility and GTR timetable.	Chief Executive and Director, Policy and Investigation	13.03.18
Tom Bellis, Customer Strategy Manager, Transport for London	Discussion on implementation of ticket office closures at stations between Queens Park and Harrow & Wealdstone	Director, Policy and Investigation	13.03.18
Stephen Glaister, Chair and Joanna Whittington, Chief Executive, Office of Rail and Road	Route Supervisory Boards, Network Rail strategic business plans for 2019-24, the ombudsman scheme, ticket vending machine and automatic ticketgate market study	Chair, Chief Executive and Director, Policy and Investigation	14.03.18
Katharina Winbeck, Head of Transport, Environment and Infrastructure, London Councils	General discussion on London Borough transport issues	Chief Executive, Director, Policy and Investigation, Policy Officer (VS) and Operations and Communications Manager	14.03.18
Jason Russell, Deputy Director of Environment and Infrastructure and Paul Millin, Group Manager of Strategic Transport, Surrey County Council	Surface access at airports, TfL cross boundary buses, Crossrail 2, rail devolution	Chief Executive, Director, Policy and Investigation	14.03.18
Nick Brown, Katherine Cox and Myriam Walburger, GTR	Stakeholder discussion on May 2018 timetable implementation and new journey opportunities arising from it. Followed by site visit to the new canal tunnels route between St Pancras International and Finsbury Park	Director, Policy and Investigation	20.03.18
Mark Farrow, Director of London Rail, Network Rail	East London Line, Anglia Route Supervisory Board, winter weather, infrastructure problems at Richmond, Clapham Junction Station, TDM Board	Chief Executive and Director, Policy and Investigation	21.03.18
Will Norman, Walking and Cycling Commissioner and colleagues, Transport for London	Workshop on Transport for London's walking strategy with various stakeholders	Policy Officer (VS)	21.03.18

Organisation	Notes	Relevant Officers and Members	Date (chronological)
Stephanie Tobyn, Deputy Director of Consumers, ORR and various others.	Consumer Expert Panel, ORR. Updates on ombudsman, accessibility to roads	Casework Manager	22.03.18
Darren Williams and Denis Kirk, Network Rail Station Managers	Victoria and London Bridge Station management - updates	Chief Executive, Director, Policy and Investigation and Policy Officer (VS)	23.03.18
Bob Houghton, Milda Manomaityte, North Start Consultants; Giles Doy, DfT; Richard Higgins and Sarah Kemp, Gatwick Airport and various other operators DfT	Presentation of findings of consultants' report to DfT on air-surface integrated ticketing	Director, Policy and Investigation	26.03.18
Tim Herbert and John Conway, Transport for London	Dockless bike hire – discussion about highway obstruction enforcement with enforcement officers	Policy Officer (VS)	26.03.18
Transport Focus	Observation of airport coach users focus group	Policy Officer (VS)	26.03.18
Mark Evers, Director of Customer and Strategy, Transport for London	Update on ticket office closures, impact of TfL budget situation on LUL, Crossrail – operational readiness, Victoria station	Director, Policy and Investigation and Policy Officer (VS)	28.03.18
Vernon Everitt, MD of Customers, Communications and Technology, Transport for London	London borough elections, engagement with LTW, the proposed ombudsman scheme.	Chief Executive and Director, Policy and Investigation	28.03.18
Alan Penlington, Customer Experience Director, South Western Railway and senior customer experience colleagues	LTW presentation about increase in appeals and quality of responses from the operator	Casework Manager	04.04.18
Alan Penlington, Customer Experience Director and Christian Neill - Head of Customer Experience, South Western Railway	Performance, Network Rail development - Clapham Junction Transfer, new train introduction, Delay Replay advertising and previous charter, timetables and ticketing issues	Director, Policy and Investigation and Operations and Communications Manager	05.04.18
Alliance Board - John Halsall, Route Managing Director, Network Rail, Nick Brown, COO, GTR and others from Network Rail, ORR and DfT	Implementation of May 2018 timetable and current performance	Director, Policy and Investigation	06.04.18