

Board meeting  
27.02.18

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**Secretariat memorandum**

Author : Sharon Malley

Agenda item: 6  
LTW575  
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Key activities

**1 Purpose of report**

- 1.1. To advise members of actions undertaken since last meeting by the secretariat or members in relation to any matter 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 meetings attended by officers of London TravelWatch with various transport providers and organisations. Details of specific activities may be requested via the listed contact.
- 3.2. This report covers both strategic and operational matters that have taken place since the last meeting of members.

**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/Individual</b>	<b>Notes</b>	<b>Relevant Officers and Members</b>	<b>Date</b> (chronological)
Rail Delivery Group, Department for Transport, Office of Rail and Road and Transport Focus	National Rail Conditions of Travel consultation	Director, Policy and Investigation; Casework Manager	08.01.18
London Underground	Focal points at stations research debrief	Director, Policy and Investigation; Policy Researcher	09.01.18
Crispin Humm, Rail Delivery Group	Update on passenger experience strategy and implementation	Director, Policy and Investigation; Policy Researcher	11.01.18
Network Rail and Govia Thameslink Railway	Alliance Board meeting	Director, Policy and Investigation	12.01.18
Rail Delivery Group	Season ticket research	Director, Policy and Investigation	15.01.18
Mark Farrow, Managing Director, Network Rail	Route supervisory boards, Travel Demand Management, performance	Chief Executive; Director, Policy and Investigation	17.01.18
Department for Transport	Specialist reports discussion for franchise bids	Director, Policy and Investigation	17.01.18
London Underground	Stakeholder event	Casework Manager	18.01.18
Vernon Everitt, MD of Customers, Communications and Technology, Transport for London	Discussion on TfL budget and impact on passengers	Chair; Chief Executive; Director, Policy and Investigation	18.01.18
Transport for London	Contact Centre update	Casework Manager	19.01.18
Alan Penlington, Customer Service Director, South Western Railway	Performance, analytics programme, Network Rail devolution, rolling stock	Director, Policy and Investigation	22.01.18
Parliamentary Advisory Council for Transport Safety	Rail Safety Working Party	Safety Adviser	22.01.18
Office of Rail and Road	Rail Statistics Management Group meeting	Casework Manager	23.01.18
Billy Denyer and Katie Freeman, Rail Delivery Group	Season ticket research discussion	Director, Policy and Investigation	24.01.18
Ian Hansen, Network Rail	Victoria and London Bridge station management	Chief Executive; Director, Policy and Investigation; Policy Officer (VS)	26.01.18
Gareth Powell, MD of Surface Transport, Transport for London	Funding and business plan, safety investigations, London Overground ticket office closures, rail devolution	Chair; Chief Executive; Director, Policy and Investigation; Policy Officer (VS)	26.01.18

<b>Organisation/Individual</b>	<b>Notes</b>	<b>Relevant Officers and Members</b>	<b>Date</b> (chronological)
Office of Rail and Road	Complaints and data requirement workshop for train operators	Casework Manager	26.01.18
Transport Focus, Govia Thameslink Railway, Southeastern and Network Rail	Sustainability Delivery Group – discussion on handling passenger communications of engineering works	Director, Policy and Investigation	29.01.18
Jane Jones and Stacey Lewis, Great Western Railway	GWR performance and completion of engineering works after Christmas / New Year 2017/8	Director, Policy and Investigation; Policy Officer (KB)	30.01.18
Nick Brown, Chief Operating Officer, Govia Thameslink Railway	Performance, operations, timetables, passenger compensation, London TravelWatch research	Chief Executive; Director, Policy and Investigation	30.01.18
Rail Delivery Group; Transport Focus, Office of Rail and Road, Department for Transport	Rail ombudsman scheme task force	Chief Executive	31.01.18
Transport Focus, Office of Rail and Road, Rail Delivery Group and representatives of Penalty Fare bodies	Independent Appeals Panel roundtable	Director, Policy and Investigation	31.01.18
Anand Sampat, Head of Customer Experience, Claire McCaffery and Chris Atkinson, C2C	Performance, National Rail Passenger Survey, rolling stock, stations	Chief Executive; Director, Policy and Investigation	31.01.18
Rail Safety and Standards Board	People on Trains and Stations risk group	Safety Adviser	01.02.18
Transport Focus, Rail Delivery Group and individual train operators	Train operator briefing on Independent Appeals Panel	Casework Manager	05.02.18
Minister of State for Rail and London , Jo Johnson MP, and C2C	DR15 launch	Chief Executive	05.02.18
Office of Rail and Rail	Business planning workshop	Chief Executive	06.02.18
Paola Sammano, Department for Transport	Network Rail reorganisation and devolution	Chief Executive; Director, Policy and Investigation	08.02.18
Network Rail and Govia Thameslink Railway	Alliance Board meeting	Director, Policy and Investigation	09.02.18
Department for Transport	European Rail Policy Forum	Chief Executive	15.02.18
Becky Lumlock, Wessex Route Managing Director, Network Rail	Introductory meeting	Chief Executive; Communications Manager; Policy Officer (VS)	19.01.18
Office of Rail and Road	Rail Industry Health and Safety Advisory Committee	Safety Adviser	20.02.18

During this period, officers also attended a conference on low-emission vehicles organised by the Transport Statistics User Group.

In addition, London TravelWatch hosted its Interchange Matters seminar.