

# Policy committee meeting 19.12.17

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## Secretariat memorandum

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Agenda item: 7

PC124

Drafted: 06.12.17

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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..

<b>Organisation</b>	<b>Notes</b>	<b>Relevant Officers and Members</b>	<b>Date</b> (chronological)
Office of Rail and Road	Rail Industry Health & Safety Advisory Committee	Safety Adviser	03.10.17
Rail Safety and Standards Board	People on Trains and Stations Risk Group	Safety Adviser	07.11.17
Network Rail and others	Anglia route (Control Period 6) rail industry stakeholder update	Director, Policy and Investigation	21.11.17
Mary Walsh and Pierre Delalande, Eurostar,	Performance, fleet refurbishment, forthcoming service to Amsterdam, passenger contact issues	Chief Executive; Director, Policy & Investigation; Casework Manager	22.11.17
Rail Delivery Group, Jacqueline Starr and Jason Webb	Annual Season Ticket research and changes to fares and ticketing arrangements	Director, Policy and Investigation	23.11.17
Rail Delivery Group; Transport Focus	Rail Passengers' Ombudsman Scheme - bidders meeting	Chief Executive; Casework Manager	24.11.17
Abellio	Southeastern franchise bidders meeting	Director, Policy and Investigation; Policy Researcher	27.11.17
Travel Demand Management board	Lessons from Waterloo; lessons from industrial action; Christmas works at Paddington; TfL and Network Rail contingency planning	Director, Policy and Investigation	27.11.17
Head of Safety, Transport for London	Update on rail and bus safety trends	Director, Policy and Investigation; Safety Adviser, Policy Officer (VS)	28.11.17
Transport Focus; Rail Delivery Group; Office of Rail and Road; Department for Transport	Rail ombudsman scheme task force	Chief Executive	29.11.17
Jeff Halliwell, Chair, and Anthony Smith, Chief Executive, Transport Focus,	Informal update	Chair; Chief Executive	29.11.17
Ian Hansen and Sarah Maxwell, Network Rail; Charles King, East Surrey Transport Committee	London Bridge wayfinding	Director, Policy and Investigation	29.11.17
Keith Prince AM, Chair of Transport Committee, London Assembly	Informal update	Chair	30.11.17
Steve Murphy, MD, MTR Crossrail; Andrew McIntosh, Head of Concession Management, TfL	TfL's concession, Network Rail Route Supervisory Boards	Chief Executive; Director Policy & Investigation	30.11.17

<b>Organisation</b>	<b>Notes</b>	<b>Relevant Officers and Members</b>	<b>Date</b> (chronological)
High Speed 2	Launch of “Higgins” report	Policy Officer (VS)	30.11.17
Transport for London	Launch of London Plan	Policy Officer (VS)	01.12.17
Great Western Railway	Stakeholder conference	Director, Policy and Investigation	04.12.17
Transport for London	Bus diversion routes through roadworks	Policy Officer (VS)	04.12.17
All Party Parliamentary Rail Group	Discussion on rail access to Heathrow Airport – presentations from Heathrow Airport Ltd and Heathrow Southern Railway Ltd	Director, Policy and Investigation	05.12.17
Office of Rail and Road	Consumer Expert Panel	Director, Policy and Investigation	06.12.17
Steve Murphy, MD, MTR Crossrail	TfL concession model/ metro train services, timetable, signage, station management, WC provision at Crossrail stations	Chair; Chief Executive; Policy Officer (KB)	06.12.17
Jamie Burles, MD, and Jonathan Denby, Head of Corporate Affairs, Greater Anglia	Franchise overview, performance, rolling stock, timetable, stations, infrastructure, passenger issues at Stansted Airport station, London TravelWatch annual season ticket research	Chair, Chief Executive, Director Policy and Investigation	11.12.17
David Statham, MD, Diane Burke, Commercial Director, Alison Nolan, Head of Communications & Publicity, and Chris Vinson, Stakeholder Engagement Manager, Southeastern	Performance, customer service, autumn and winter plans, 2018 timetable changes, London Bridge station progress, Christmas services, London TravelWatch annual season ticket research	Chair, Chief Executive, Director Policy and Investigation	11.12.17
Sam Russell, Stakeholder Engagement Manager, Arriva Rail London	Ticket office arrangements – general principles of process for change	Director, Policy and Investigation	11.12.17

During this period, officers also attended the UK Bus Awards, Women in Transport networking event, London Transport Awards judging meeting and a conference on rail innovation. Officers also hosted a delegation from the Malaysian Land Public Transport Commission.

In addition, London TravelWatch hosted the successful seminar “Towards a Fine City for People”, with a lecture from Riccardo Marini, formerly of Gehl Architects, and introduced by Leon Daniels, Managing Director of TfL Surface Transport.