

Policy committee meeting 26.09.17

Secretariat memorandum

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Agenda item: 4

PC118

Drafted: 11.09.17

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..

Organisation	Notes	Relevant Officers and Members	Date (chronological)
London Borough of Camden Therese Gallagher	Euston Area Local Plan	Director, Policy and Investigation	30.06.17
John Geary, Customer Service Director, MTR Crossrail, and colleagues	Train service performance, rolling stock introduction, station works, preparation for taking over Great Western stations	Chief Executive; Director, Policy and Investigation	04.07.17
Ed Williams, Executive Director, London Assembly Secretariat; Richard Berry, scrutiny team	Introductory meeting	Chief Executive	05.07.17
Paul Crowther, Chief Constable, British Transport Police	General update	Chief Executive; Policy Officer (VS)	05.07.17
Department for Transport	South Eastern franchise review by Infrastructure and Projects Authority	Director, Policy and Investigation	06.07.17
Transport for London	London Underground round table	Chief Executive;	06.17.17
Department for Transport and HS2 Ltd	Platform heights on rolling stock to be used on current network	Director, Policy and Investigation	07.07.17
ORR Rail Industry Health & Safety Advisory Committee	Regular update meeting	Safety Adviser	11.07.17
Eurostar	Investigating platform departure information	Casework Officer (MC)	12.07.17
Transport Focus, Rail Delivery Group, Office of Rail and Road, Department for Transport	Rail ombudsman scheme task force	Chief Executive	12.07.17
Abellio (Buses)	Bus occupant safety research project	Policy Officer (VS)	12.07.17
Department for Transport, Martin Hau	Briefing on penalty fare appeals reform	Director, Policy and Investigation	12.07.17
Jason Webb, Head of Customer Experience, Rail Delivery Group	Fares, ticketing, disruption, accessibility	Director, Policy and Investigation	13.07.17
Travel Demand Management Board	Waterloo, August Bank Holiday and Christmas engineering blocks	Director, Policy and Investigation	17.07.17
Transport for London	Site visit to bus branding trials at Barkingside	Policy Officer (VS)	18.07.17
Office of Rail and Road, Ian Prosser	Annual Safety report launch	Director, Policy and Investigation	19.07.17
Stagecoach Group, Samantha Walker	South Eastern franchise discussion	Director, Policy and Investigation; Policy Officer (KB)	19.07.17
Transport for London	London transport safety community partnership	Policy Officer (VS)	19.07.17

Organisation	Notes	Relevant Officers and Members	Date (chronological)
Mark Wild, Managing Director, London Underground	Euston, Brixton, Marylebone, research, safety	Chair; Chief Executive; Director, Policy and Investigation	19.07.17
Nick Baker, London Trams, Transport for London	Tram update meeting.	Chief Executive; Director, Policy and Investigation; Policy Officer (VS)	20.07.17
Transport for London	Oxford Street transformation technical review group	Policy Officer (VS)	21.07.17
David Statham, Managing Director, and Diane Burke, Commercial Director, Southeastern	Performance, general update	Chief Executive; Director, Policy and Investigation	24.07.17
Network Rail, Phil Hufton	Major August engineering works	Chief Executive; Director, Policy and Investigation	25.07.17
Transport for London	London Trams ticketing workshop	Casework Manager	26.07.17
Transport Focus, Rail Delivery Group, Office of Rail and Road, Department for Transport	Rail ombudsman scheme task force conference call	Director, Policy and Investigation	26.07.17
Nick Brown and Gavin Bostock, Govia Thameslink Railway	Timetable, Gibb review implementation, customer information, compensation, research	Chief Executive; Director, Policy and Investigation	26.07.17
Joanna Whittington, Chief Executive, Office of Rail and Road	Consumer Panel, Network Rail accountability, Ombudsman, research	Chair; Chief Executive; Director, Policy and Investigation	27.07.17
Govia Thameslink Railway/Network Rail	Alliance board meeting	Director, Policy and Investigation	28.07.17
Network Rail, Mark Salter	Thameslink readiness update	Director, Policy and Investigation	31.07.17
Rail Safety and Standards Board	People on Trains and Stations Risk Group	Safety Adviser	01.08.17
First Group	West Coast partnership franchise bid	Director, Policy and Investigation	01.08.17
Jamie Burles, Managing Director, and Jonathan Denby, Head of Corporate Affairs, Greater Anglia	Rolling stock, engineering works, compensation, performance, bikes on trains, research	Chief Executive; Director, Policy and Investigation; Policy Officer (KB)	01.08.17
Steve Helfet, Head of West Coast Services, and Francis Thomas, Head of Corporate Affairs, London Midland	Performance, revenue protection, Watford Junction, engineering works	Director, Policy and Investigation; Policy Officer (KB)	01.08.17
Stagecoach (Buses)	Bus occupant safety project	Policy Officer (VS)	02.08.17

Organisation	Notes	Relevant Officers and Members	Date (chronological)
John Geary, Head of Customer Experience, MTR Crossrail	Overview, complaints, take-over of the West route	Director, Policy and Investigation; Policy Officers (VS & KB)	02.08.17
Jane Jones, Head of Public Affairs, Great Western Railway, and Richard Griffiths, Head of Crossrail Communications, Network Rail	Crossrail and electrification engineering works, new franchise, western route, performance, research	Director, Policy and Investigation; Communications Officer	03.08.17
Network Rail	Kent Route Study working group	Director, Policy and Investigation;	09.08.17
Transport Focus, Rail Delivery Group, Office of Rail and Road, Department for Transport	Rail ombudsman scheme task force	Chief Executive	09.08.17
Abellio Greater Anglia	Stakeholder Board meeting in Stratford	Director, Policy and Investigation	15.08.17
Greater Anglia	Visit to Bombardier Derby to see mock up of rolling stock	Policy Officer (KB)	16.08.17
Mike Brown, Commissioner for Transport, and Vernon Everitt, Managing Director of Customer Experience, Transport for London	Network Rail and capacity, road congestion, Network Rail performance, Old Oak Common, South Eastern franchise, Oxford Street	Chair, Chief Executive; Director, Policy and Investigation	17.08.17
Shashi Verma, Director of Customer Experience, Transport for London	Rail Delivery Group, Oyster, smarter ticketing, future fares	Chief Executive; Director, Policy and Investigation	18.08.17
Chris Ford, senior investigator, Rail Accident Investigation Branch	Confidential briefing on the emerging findings of RAIB's investigation into the Sandilands tram derailment	Safety Adviser	22.08.17
John Halsall, Route Managing Director for the South East, Network Rail	Introductory meeting and briefing	Chief Executive; Director, Policy and Investigation	22.08.17
Clare Woodcock, Old Oak Common and Park Royal Development Corporation	Rail strategy	Director, Policy and Investigation	22.08.17
Will Rogers, Managing Director, Arriva Rail London	Concession, performance, customer service, Network Rail, ombudsman proposals, research	Chief Executive; Director, Policy and Investigation	23.08.17
Transport Focus, Rail Delivery Group, Office of Rail and Road, Department for Transport	Rail ombudsman scheme task force conference call	Chief Executive	23.08.17

Organisation	Notes	Relevant Officers and Members	Date (chronological)
Mike Boden, Bid Director, and Sophie Chapman, Customer Experience Lead Go Ahead group	South Eastern franchise introductory meeting	Director, Policy and Investigation	24.08.17
Transport for London	Oxford Street Transformation update	Policy Officer (VS); Communications Officer	24.08.17
Department for Transport, Jane Cornthwaite	Implementation of Gibb report recommendations	Chief Executive; Director, Policy and Investigation	24.08.17
Rail Delivery Group	Penalty fare reform	Director, Policy and Investigation; Casework Manager	25.08.17
Southeastern Railway, Chris Vinson	Stakeholder engagement manager introductory meeting	Director, Policy and Investigation	29.08.17
John Pope, Chair, and Theo Panayi, Sustainable Travel Manager, Heathrow Airport	Update on airports, impact on surface access of third runway, working relationship, next steps	Director, Policy and Investigation	30.08.17
South Western Railway	Launch event at Waterloo	Director, Policy and Investigation	04.09.17
Govia Thameslink Railway	Thameslink Programme stakeholder reference group	Director, Policy and Investigation	06.09.17
Transport Focus, Rail Delivery Group, Office of Rail and Road, Department for Transport	Rail ombudsman scheme task force	Chief Executive	07.09.17
Department for Transport	Penalty fare appeal panel recruitment	Director, Policy and Investigation	07.09.17
John Horncastle, Rail Delivery Group	Update meeting	Chief Executive; Casework Manager	07.09.17

During this period, officers also attended the UK Bus Awards judging panel and hosted a visit by a Chinese delegation on 'promotion of integrated transport'.