

Board meeting
29.11.16

Secretariat memorandum

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Agenda item: 6
LTW537
Drafted: 21.11.16

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 at 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.

Organisation/Individual	Notes	Relevant Officers and Members	Date (chronological)
Office of Rail and Road/Department for Transport – Aruna Ramyeed	Rail Statistics Management Group	Policy Officer (KB)	06.10.16
Phil Dominey, Stagecoach	South West franchise input	Director, Policy and Investigation; Policy Officer (RN)	11.10.16
John Gill, Network Rail	Regular catch up meeting	Chief Executive; Director, Policy and Investigation, Policy Officer (RN)	13.10.16
Stephen O'Connor, Transport for London	Thamesmead/Abbey Wood bus services	Policy Officer (VS)	13.10.16
Rail Safety and Standards Branch	Research project into platform stepping distance scoping meeting	Safety Adviser	13.10.16
Dave Penney, Managing Director Chiltern Railways	Performance, wifi, Bicester-Oxford, ticketing, timetable, stations and other issues	Director, Policy and Investigation; Policy Officer (RN)	14.10.16
Anthony Smith, Transport Focus	Discussion re DfT Passenger ombudsman proposals	Chair; Director, Policy and Investigation	14.10.16
Chris Gibb	Second meeting to give the London passenger input into the Secretary of State's Southern rail review	Chief Executive; Director, Policy and Investigation; Policy Officer (RN)	17.10.16
Stephen O'Connor, Transport for London	Central London bus route review	Director, Policy and Investigation; Policy Officer (VS)	17.10.16
David Gloster and Jason Webb, Association of Train Operating Companies	General update and ticketing issues	Chair, Chief Executive; Director, Policy and Investigation	18.10.16
Institute of Public Policy Research	Roundtable on car share sector	Policy Officer (VS)	18.10.16
Department for Transport; Transport Focus; Office of Rail and Road	Passenger ombudsman proposal	Director, Policy and Investigation	18.10.16
Rail Safety and Standards Branch	People on trains and stations risk group	Safety Adviser	19.10.16
James Mckinnon, Transport for London	General meet up and discussion	Casework Manager	19.10.16
Network Rail (Hosted by Transport Focus)	New London Bridge operational review	Policy Officer (VS)	19.10.16

Organisation/Individual	Notes	Relevant Officers and Members	Date (chronological)
Rail Safety and Standards Branch	On-train announcement research project steering group	Safety Adviser	20.10.16
Andy McRae, Great Western Railway	Christmas Crossrail works	Director, Policy and Investigation	20.10.16
Mark Wild, MD London Underground, Transport for London	London Underground ticket office review	Director, Policy and Investigation; Policy Officer (RN)	21.10.16
Edmund Cullen, Department for Transport	East Midlands franchise	Director, Policy and Investigation	21.10.16
Network Rail; Govia Thameslink Railway	Alliance board meeting	Policy Officer (RN)	21.10.16
Dyan Crowther, Govia Thameslink Railway	Performance, industrial relations, timetable, compensation and other passenger issues	Director, Policy and Investigation	24.10.16
Great Western Railway	Christmas Crossrail steering group	Policy Officer (KB)	26.10.16
Toni Eastland, Department for Transport	Discussion regarding Chiltern Railways	Director, Policy and Investigation	26.10.16
Transport for London	Bus driver training and accessibility events	Casework Manager	28.10.16
Govia Thameslink Railway	Delay repay review	Director, Policy and Investigation; Casework Manager	31.10.16
Travel Demand Management board	Monthly meeting	Policy Officer (VS)	31.10.16
Peter Fletcher, Transport for London	Update on access issues	Director, Policy and Investigation; Policy Officer (VS)	01.11.16
Westminster Policy Forum	Presentation given	Director, Policy and Investigation	03.11.16
Abellio	West Midlands franchise	Director, Policy and Investigation	04.11.16
John Leech and Gabriel Barton, RMT	Input to London Underground ticket office review	Director, Policy and Investigation; Policy Officer (RN)	07.11.16
Transport for London –Marek Banasiak	Bus station standards	Policy Officer (VS)	08.11.16

Organisation/Individual	Notes	Relevant Officers and Members	Date (chronological)
Department for Transport	Passenger ombudsman proposal	Director, Policy and Investigation	09.11.16
London Assembly Transport Committee	Evidence to scrutiny of London Underground	John Stewart	09.11.16
Transport for London – Mark Evers	London Underground ticket office review	Director, Policy and Investigation; Policy Officer (RN)	09.11.16
Mark Evers, London Underground Transport for London	Bi-lateral Meeting	Director, Policy and Investigation	10.11.16
Abellio	Passenger experience about HS2 works at Euston	Director, Policy and Investigation	10.11.16
Great Western Railway	Christmas Crossrail works	Director, Policy and Investigation	10.11.16
Gallions Housing Association, South Mead community meeting	Discussing Thamesmead bus issues with residents	Policy Officer (VS)	10.11.16
Peter Izzard, nominated passenger representative on Chris Gibb review	Southern Rail review	Director, Policy and Investigation	14.11.16
Office of Rail and Road, representation from industry	Consumer Rights Act issues	Casework Manager	15.11.16
Deputy Mayor for Transport and colleagues Greater London Authority; Steve Griffiths COO London Underground and TfL colleagues	London Underground ticket office review	Chief Executive; Director, Policy and Investigation; Policy Officer (RN); Policy Intern (BA)	16.11.16
Great Western Railway	Christmas Crossrail works steering group	Director, Policy and Investigation	18.11.16
Network Rail; Govia Thameslink Railway	Alliance board meeting	Policy Officer (RN)	18.11.16

During the period, officers attended London Underground focus group research activity as observers.