

Board meeting  
24.05.16

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**Secretariat memorandum**

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Agenda item: 6  
LTW522  
Drafted: 16.05.16

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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 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.

<b>Organisation/Individual</b>	<b>Notes</b>	<b>Relevant Officers and Members</b>	<b>Date</b> (chronological)
Southeastern	Stakeholder introductory meeting	Director, Policy and Investigation	09.03.16
Leon Daniels, Managing Director of Surface Transport, Transport for London	Regular bilateral on bus performance, active traffic management and bus station standards	Chief Executive; Director, Policy and Investigation; Policy Officer (VS)	11.03.16
Westminster City Council	Oxford Street – pedestrianisation discussion	Policy Officer (VS)	14.03.16
Tom Brake MP	Issues of concern for London travelling public and working with London TravelWatch	Chair; Director, Policy and Investigation	14.03.16
Representatives from Zac Goldsmith's mayoral campaign team: Sam Wilson and Matthew Von Horen	London TravelWatch's priorities for transport users	Chief Executive; Director, Policy and Investigation	15.03.16
Heathrow Airport Transport Forum	Presentation on interchanges and surface access to airports	Policy Officer (CW)	15.03.16
Vernon Everitt, Managing Director for Customer Experience, Marketing and Communications, Transport for London	Preparation for new mayoral administration, London TravelWatch priorities for new Mayor, National Rail issues; Office of Rail and Road complaint handling review, funding, TfL/London TravelWatch working relations	Chair; Chief Executive; Director, Policy and Investigation	15.03.16
Tom Kearney and Richard Tracey AM	Bus safety issues	Chair; Director, Policy and Investigation	18.03.16
Transport for London	Bus priority – regular update from TfL	Policy Officer (VS)	21.03.16
Travel Demand Management board		Policy Officer (VS)	22.03.16
Network Rail	Kent Route Study working group	Policy Officer (KB)	22.03.16
Transport for London TDM team: Duncan Elder, Nick Ilsley	Customer information during disruption pilot	Chief Executive; Director, Policy and Investigation; Policy Officer (VS); Policy Officer (RN)	28.03.16
ITAL penalty fares appeals body	Revenue protection innovation conference	Casework Manager	23.03.16
London Councils	Transport and Environment committee – highways obstruction item (observer)	Policy Officer (VS)	23.03.16
Living Streets	Cycle superhighway walkabout	Policy Officer (VS)	24.03.16

<b>Organisation/Individual</b>	<b>Notes</b>	<b>Relevant Officers and Members</b>	<b>Date</b> (chronological)
First Group	South west rail franchise stakeholder expectations	Director, Policy and Investigation; Policy Officer (RN)	29.03.16
Tramlink	Regular bilateral on interchanges, ticket machines, performance and investment	Chief Executive; Policy Officer (VS)	30.03.16
Peter Wilkinson, Passenger Services Director at the Rail Executive, Department for Transport	London TravelWatch involvement in bid process, end of franchise issues, TSGN franchise performance	Chief Executive; Director, Policy and Investigation; Policy Officer (RN)	30.03.16
Network Rail	West Midlands and Chiltern route study	Director, Policy and Investigation	31.03.16
John Gill, Network Rail	Catch up on London Bridge issues and performance	Chief Executive; Director, Policy and Investigation	01.04.16
South West Trains: Arthur Pretorius, Customer Service Director, and Christian Neill, Head of Customer Experience	Deed of Amendment to franchise commitments, ticket machines, franchise process	Director, Policy and Investigation; Policy Officer (RN)	01.04.16
Centre for London panel including Tony Travers, Mark Boleat and Antonia Bance	Conference on how London's housing crisis is fuelling inequality	Chief Executive; Policy Officer (CW)	04.04.16
Rail Safety and Standards Board	Crowd management research	Safety Adviser	04.04.16
Abellio Greater Anglia	Customer information	Policy Officer (RN)	05.04.16
Govia Thameslink Railway, Transport Focus	Ticket office closure proposals	Director, Policy and Investigation	05.04.16
Department for Transport aviation team including Ben Stafford	Surface transport access to airports	Chief Executive; Director, Policy and Investigation	07.04.16
Network Rail/Govia Thameslink Railway	Alliance board meeting	Policy Officer (RN)	08.04.16
UK transport infrastructure summit	Transport Times event	Policy Officer (VS); Communications Manager	12.04.16
Consumer Council for Northern Ireland	Introductory meeting	Casework Manager	12.04.16
Department for Transport Fares and Passenger Benefits Team	Fares and ticketing, schedule 17 consultation	Director, Policy and Investigation; Policy Officer (CW)	12.04.16
Greenwich disability meeting	Stakeholder meeting with young people	Policy Officer (VS)	12.04.16
Institute of Civil Engineers	Rail devolution roundtable discussion	Chief Executive	13.04.16

<b>Organisation/Individual</b>	<b>Notes</b>	<b>Relevant Officers and Members</b>	<b>Date</b> (chronological)
Rail Safety and Standards Board	People on trains and stations risk group	Safety Adviser	13.04.16
Rail Safety and Standards Board	T1065 steering group	Safety Adviser	13.04.16
Peter Bradley, Head of Consultation, Transport for London	Bus service changes associated with Crossrail	Director, Policy and Investigation; Policy Officer (VS)	13.04.16
Lilian Greenwood MP, Shadow Secretary of State for Transport	Issues of concern for London travelling public and working with London TravelWatch	Chair; Chief Executive; Director, Policy and Investigation	14.04.16
Govia Thameslink Railway: Dyan Crowther, Chief Operating Officer; Myriam Walberger, Head of Corporate Affairs	Performance; joint working with Network Rail	Chief Executive; Director, Policy and Investigation; Policy Officer (RN)	14.04.16
Travel Demand Management board	May bank holiday travel arrangements; Tooley Street part closure	Chief Executive	18.04.16
Transport for London	Ticket offices and fit for the future stations	Director, Policy and Investigation; Policy Officer (CW)	18.04.16
James Berry MP	Issues of concern for London travelling public and working with London TravelWatch	Chair; Chief Executive; Director, Policy and Investigation	19.04.16
John Gill, Network Rail	Regular update meeting including train performance, London Bridge, design of station concourse	Chief Executive; Director, Policy and Investigation; Policy Officer (RN)	19.04.16
Treasure Jennings, Public Transport Ombudsman, Victoria, Australia	Introductory meeting	Chief Executive	21.04.16
European Railway Agency	Discussion of HS2 train-platform heights	Director, Policy and Investigation; Policy Officer (RN)	25.04.16
Network Rail	Hackney Wick station briefing	Policy Officer (KB)	26.04.16
Office of Rail and Road: Stephen Glaister and team	London Rail passenger experience; role and work of London TravelWatch; working with the ORR	Chair; Chief Executive; Director, Policy and Investigation	27.04.16
Great Western	Stakeholder conference	Policy Officer (RN)	28.04.16

<b>Organisation/Individual</b>	<b>Notes</b>	<b>Relevant Officers and Members</b>	<b>Date</b> (chronological)
Association of Train Operating Companies: Paul Plummer, Chief Executive and team	Fares and ticketing; London TravelWatch/ATOC working relations	Chair; Chief Executive; Director, Policy and Investigation; Policy Officer (RN)	28.04.16
Leon Mannings, Motor Cycles Action Group	Discussion of motor cycle safety issues	Policy Officer (VS)	03.05.16
Victoria Hills, Old Oak and Park Royal Development Corporation, and team	Regular update	Chief Executive; Director, Policy and Investigation	03.05.16
Geoff Hobbs, Head of Planning, London Rail, Transport for London	Quarterly rail issues meeting	Director, Policy and Investigation; Policy Officer (RN)	04.05.16
Network Rail/Govia Thameslink Railway	Alliance board meeting	Policy Officer (RN)	06.05.16
Department for Transport Fares and Passenger Benefits Team	Approach to ticket office closure proposals	Director, Policy and Investigation; Policy Officer (CW)	06.05.16
Chris Hagyard, Franchise and Public Affairs Manager, Virgin Trains	Fares and ticketing; trains service planning; station management; open access on west coast main line	Director, Policy and Investigation; Policy Officer (CW)	09.05.16
RNIB; Age UK; Guide Dogs; Transport for All Transport for London	Bus stop bypasses London Underground stakeholder panel	Policy Officer (VS) Director, Policy and Investigation	10.05.16 11.05.16
TfL Rail (MTR Crossrail)	Customer experience working group	Policy Officer (CW)	11.05.16
Rail Safety and Standards Board	Sustainable stations framework workshop	Policy Officer (CW)	12.05.16
David McNeill, Director of Public Affairs and Stakeholder Engagement, Transport for London	General catch-up meeting	Chief Executive	12.05.16
Emilie Boman, Public Relations Officer, Uber	Discussion of private hire issues	Director, Policy and Investigation; Policy Officer (VS)	12.05.16
Shashi Verma, Director of Customer Experience, Transport for London	Issues including impact of Oyster at Gatwick on Victoria station, ticket machines, new mayoral policies, fare structure for Crossrail and compensation	Chief Executive; Director, Policy and Investigation; Casework Manager	13.05.16

During the period, officers also attended events including:

- Reception at City Hall on 16.03.16 (for departing London Assembly members)
- Visit with members to the Crossrail station at Canary Wharf, Abbey Wood station and Thamesmead
- Reception at City Hall on 13.05.16 (for new London Assembly members)
- Opening of new Lea Bridge station