

# Policy committee meeting 18.11.14

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## Secretariat memorandum

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Agenda item: 7

PC043

Drafted: 05.11.14

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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 operational meetings attended by senior officers of London TravelWatch with various transport providers and organisations. The

#### **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. The Consumer Affairs Committee is not required to consider matters which appear to it to be frivolous or (in the case of railway services) vexatious.

Organisation	Notes	Relevant Officers and Members	Date (chronological)
Network Rail-led	Rail Industry Passenger Group	Policy Officer (RN)	15.08.14
Southeastern	Passenger charter draft review	Casework Manager	21.8.14
Transport for London	Crossrail 2	Policy Officer (RN)	27.08.14
Better Junction Design Working Group	TfL-led group to consider cycle safety at junctions	Policy Officer (VS)	03.09.14
Transport for London – Shashi Verma, Director of Customer Experience	Fares and ticketing	Chief Executive, Director Policy and Investigation, Casework Manager	08.09.14
Age UK	Meeting about highways obstructions	Policy Officer (VS)	08.09.14
London Pension Fund Authority	Information stand at pensioner fair	Director Policy and Investigation, Communications Officer	09.09.14
Transport for London – Geoff Hobbs, Head of Rail Strategy	Rail issues meeting	Director Policy and Investigation, Policy Officer (RN)	09.09.14
Heathrow Airport Transport Forum		Director Policy and Investigation	10.09.14
Transport for London – Legal team	ADR Directive implementation	Chief Executive, Emeritus Policy Adviser, Executive Assistant	10.09.14
Transport for London	London transport community safety panel	Policy Officer (VS)	11.09.14
Rugby Union 2015 World Cup organisers	Preparations for travel demand planning	Policy Officer (VS)	15.09.14
Keolis	Docklands Light Railway franchise	Director Policy and Investigation ; Policy Officer (RN)	17.09.14
London Borough of Newham	Traffic management liaison meeting	Policy Officer (VS)	22.09.14
Network Rail	Sussex route study working group	Policy Officer (RN)	22.09.14
Office of Rail Regulation	Complaints handling procedures	Casework Manager	24.09.14
Transport for London	Help and contacts page on TfL website	Casework Manager, Policy Officer (VS)	25.09.14
Southern	London Bridge timetable	Policy Officer (RN)	25.09.14
Southern	London Bridge station platform management	Director Policy and Investigation, Policy Officer (RN), Policy Officer (VS)	26.09.14
Greater London Authority – Scrutiny officer	Background briefing to support finance and policy scrutiny of London Overground	Director Policy and Investigation, Policy Officer (RN)	26.09.14
Better Junction Design Working Group	TfL-led group to consider cycle safety at junctions	Policy Officer (VS)	30.09.14
ORR	Consumer Expert Panel	Casework Manager	30.9.14

<b>Organisation</b>	<b>Notes</b>	<b>Relevant Officers and Members</b>	<b>Date</b> (chronological)
Transport for London/Greater London Authority – including Mayor’s cycling commissioner	Cycle Superhighways proposals	Chief Executive, Policy Officer (VS)	02.10.14
Transport for London Access for all event	Panel chaired by John Stewart	Communications Officer;; Policy Officer (VS) John Stewart; Glyn Kyle	02.10.14
Network Rail	Sussex Route study working group	Policy Officer (RN)	02.10.14
Southeastern	Direct award contract briefing	Director, Policy and Investigation; Policy Officer (RN)	06.10.14
Transport for London – cycle superhighways	Consultation event	Policy Officer (VS)	07.10.14
Transport for London – bus network priority seminar	Keynote speaker at seminar	Policy Officer (VS)	08.10.14
Transport for London – Head of consultation	Bus service proposals	Director Policy and Investigation, Policy Officer (VS)	13.10.14
Transport for London	Vulnerable person working group/Cashless bus working group	Casework Manager	13.10.14
Passenger Focus	Mobility forum	Policy Officer (VS)	15.10.14
London Assembly budgets and performance committee	Evidence to scrutiny of London Overground	Chief Executive	15.10.14
Thameslink programme	Briefing on timetable changes	Director: Policy and Investigation Policy Officer (RN)	16.10.14
Department for Transport	Greater Anglia Refranchising	Director: Policy and Investigation: Policy Officer (RN)	17.10.14
Transport statistics user groups	Seminar	Policy Officer (RN)	20.10.14
Network Rail	Visit to Three Bridges control centre	Members, Chief Executive, Director Policy and Investigation, Communications Officer, Executive Assistant	22.10.14

<b>Organisation</b>	<b>Notes</b>	<b>Relevant Officers and Members</b>	<b>Date</b> (chronological)
Passengerpulsen – Danish passenger watchdog – and representatives from Norwegian and German consumer councils	Transport user representation in London	Chief Executive, Director Policy and Investigation, Communications Officer	22.10.14
	Sustainable transport conference	Policy Officer (RN)	28.10.14
Transport for London	Forward look at closures	Director Policy and Investigation : Policy Officer (CW)	23.10.14
Transport for London	Looking at customer information needs in the future	Director Policy and Investigation, Casework Manager, Policy Officer (VS)	23.10.14
Transport for London	London Overground 2 concession	Director Policy and Investigation; Policy Officer (RN)	28.10.14
Better Junction Design Working Group	TfL-led group to consider cycle safety at junctions	Policy Officer (VS)	28.10.14
Transport for London	Bus service research briefing	Director Policy and Investigation: Policy Officers (VS and CW)	29.10.14
Transport for London	Surface transport panel	Policy Officer (VS)	30.10.14