
Secretariat memorandum

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Agenda item : 6

CA056

Drafted : 7.9.10

Actions taken

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 members consider the actions listed here in the context of case-specific workload of the Casework team.

3 Information

- 3.1 The table attached at Annex A contains a list of actions taken for information. Details of specific actions may be requested via the listed contact. Ongoing meetings with contractors regarding support issues for the Casework database are not included in the table, but meetings regarding the review of functionality have been included.

4 Equalities and inclusion implications

- 4.1 This report poses no specific equalities and inclusion implications for London TravelWatch.

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.

Annex A – Consumer Affairs Action Taken CA0XX

Item with web reference where appropriate	Action taken	Notes / level of response	Relevant Officers and Members	Date (chronological)
Meeting with Transport for London (TfL)	Meeting with Helen Beaumont	TfL Interchange	Senior Policy Officer	30.6.10
Meeting with Electronet (formerly Tubedale)	Meeting with Ewan Simpson and Alex Cousins	Meeting regarding Casework Database functionality changes	Director, Public Liaison, Casework Manager, Corporate Systems & Support Officer	2.7.10
Meeting with Association of Train Operating Companies (ATOC)	Meeting with Kathryn Daniels, Information Development Manager	National Rail Station Zoning Project	Senior Policy Officer	5.7.10
Meeting with First Capital Connect (FCC)	Meeting with Neal Lawson, Managing Director, FCC	London TravelWatch Quarterly Meeting	Chief Executive, Chair London TravelWatch, Director, Research & Development, Senior Policy Officer	7.7.10
Meeting with London Midland	Meeting with Nicola Moss		Casework Manager, Senior Policy Officer	12.7.10
Meeting with Public Private Partnership (PPP) Arbitor	Meeting with Chris Bolt, Chair, Office of Rail Regulation (ORR)		Chief Executive, Director, Research & Development, Senior Policy Officer	13.7.10
Bus Lane Enforcement Visit			Streets & Surface Transport Policy Officer, Senior Policy Officer	15.7.10
Meeting with Passenger Focus	Meeting with Sandra Tuah, Policy and Research Executive	Quarterly Meeting (Research)	Chief Executive, Director, Research & Development	16.7.10

Item with web reference where appropriate	Action taken	Notes / level of response	Relevant Officers and Members	Date (chronological)
Rail Value for Money Project Workshop			Chief Executive	19.7.10
Meeting with TfL	Meeting with Matt Winfield	LTW Communications Meeting	Chief Executive, Chair London TravelWatch	20.7.10
Meeting with Department for Transport (DfT)	Meeting with Michael Dollin, David Williams, Matthew Lodge, Mark Livock and Richard Malins	Gating Meeting	Senior Policy Officer	20.7.10
Passenger Focus Meeting	Meeting with Colin Foxall and Anthony Smith	Quarterly Meeting	Chief Executive, Chair London TravelWatch	21.7.10
European Rail Policy Forum	Meeting at DfT		Director, Public Liaison	22.7.10
Network Rail Meeting	Meeting with Alastair Metcalf and Mike Goggins	Network Rail - Action stations	Senior Policy Officer	23.7.10
Meeting with London Underground (LU)		LU Project Closures - Advisory Panel	Chair London TravelWatch, Director, Research & Development	26.7.10
Meeting with Southeastern	Meeting with Charles Horton, Managing Director		Chief Executive, Chair London TravelWatch, Director, Research & Development, Director, Public Liaison	27.7.10

Item with web reference where appropriate	Action taken	Notes / level of response	Relevant Officers and Members	Date (chronological)
Meeting with London Overground (LOROL)	Meeting with Steven Murphy, Managing Director, LOROL		Chief Executive, Chair LondonTravelWatch, Director, Research & Development, Senior Policy Officer	28.7.10
Meeting with Association of Train Operating Companies (ATOC)	Meeting with Michael Roberts, Chief Executive and David Mapp, Commercial Director	Bilateral meetings with ATOC	Chief Executive, Chair London TravelWatch, Director, Research & Development	29.7.10
Meeting with TfL	Meeting with Lucy Preston, Ticket Policy Manager, Harold Goodwin and Richard Hodgson	Discussion of Oyster ticketing issues	Director, Public Liaison, Casework Manager	30.7.10
Office of Rail Regulation (ORR) Meeting	Meeting with Neil Leedham	Review of industry approach to capacity and access planning	Senior Policy Officer	30.7.10
Meeting with Eurostar	Meeting with Nicolas Petrovic, CEO	Bi-lateral meetings between Eurostar and London TravelWatch	Chief Executive, Director, Public Liaison	30.7.10
Meeting with Crossrail	Meeting with Rob Holden, CEO and Terry Morgan, Chairman	Bilateral meetings between London TravelWatch and Crossrail	Chief Executive, Chair London TravelWatch, Director, Research & Development, Senior Policy Officer	3.8.10
Chiltern Railways Meeting			Senior Policy Officer, Member	9.8.10

Item with web reference where appropriate	Action taken	Notes / level of response	Relevant Officers and Members	Date (chronological)
Meeting with Office of Rail Regulation (ORR)	Meeting with Bill Emery, Michael Beswick, John Thomas, Ken and Rachael Durrett	ORR/London TravelWatch high level meeting	Chief Executive, Director, Public Liaison, Director, Research & Development	9.8.10
Meeting with London Rail, TfL	Meeting with Ian Brown, Managing Director, Geoff Hobbs, Head of Planning and Julie Dixon, Head of Marketing & Communication	High level meetings between TfL London Rail and LTW	Chief Executive, Chair London TravelWatch, Director, Research & Development, Senior Policy Officer	10.8.10
Meeting with Surface Transport, TfL	Meeting with Mike Brown, Managing Director, Surface Transport, TfL	LTW/TfL Surface Quarterly Meetings	Chief Executive, Chair London TravelWatch	10.8.10
Meeting with Passenger Focus	Meeting with Gary Willott, Passenger Advice Team Leader	Review of procedures and database configuration	Director, Public Liaison, Casework Manager	13.8.10
Platform lengthening ceremony at St Albans station	Facility opened by Theresa Villiers MP, Minister of State for Transport	Attending ceremonial event	Director, Public Liaison	24.8.10
Meeting with South West Trains (SWT)	Meeting with Phil Berry, Customer Services Manager	Regular meeting	Casework Manager, Casework Officers	24.8.10
Meeting with Greenwich Council	Meeting with Kim Smith, Transportation Planning and Strategy Manager	Public Transport Liaison Meeting	Director, Research & Development	25.8.10
Meeting with First Great Western (FGW)	Meeting with Mark Hopwood, Managing Director and Diane Burke, Head of Sales and Marketing	High level meeting	Chief Executive, Chair London TravelWatch, Director, Research & Development, Senior Policy Officer	26.8.10

Item with web reference where appropriate	Action taken	Notes / level of response	Relevant Officers and Members	Date (chronological)
Meeting with Eurostar	Meeting with Seth Williams		Chief Executive, Director, Public Liaison	26.8.10
Meeting with Southern Railway	Meeting with Chris Burchell, Managing Director	High level meeting	Chief Executive, Chair London TravelWatch, Director, Research & Development, Senior Policy Officer	1.9.10