
Secretariat memorandum

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Agenda item: 6

CAC006

Drafted: 07.06.11

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 Director, Public Liaison, and the Director, Research & Development, met Heidi Alexander MP to discuss the South London Line on 07.03.11.
- 3.2 The Director, Public Liaison, attended the European Rail Policy Forum on 07.04.11 to discuss changes to European legislation.
- 3.3 The Director, Public Liaison, attended a seminar on 19.04.11 hosted by Passenger Focus about best practice in complaint handling at which the draft findings of audits were discussed.
- 3.4 The Director, Research & Development, attended a Smart Futures conference on the future of ticketing technology on 26.05.11.
- 3.5 The table attached at Annex A contains a list of meetings attended by senior officers of London TravelWatch with various transport providers and organisations. 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.

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 CAC006

Organisation	Individuals	Notes	Relevant Officers and Members	Date (chronological)
Chiltern Railways	Chad Collins, General Manager		Director, Research & Development; Policy Officer	23.02.11
Southern	Chris Burchell, MD		Chief Executive; Director, Research & Development	24.02.11
National Express East Anglia	Jonathan Denby, Head of Corporate Affairs		Director, Research & Development; Policy Officer	02.03.11
Transport for London Communications	Vernon Everitt, MD		Chair; Chief Executive; Communications Officer	08.03.11
Office of Rail Regulation Forum of Consumer Experts	Includes representatives from the ORR, Passenger Focus, Citizens Advice Bureaux	To discuss consumer law issues	Director, Public Liaison	09.03.11
Southeastern	Charles Horton		Chair; Director, Research & Development	10.03.11
First Great Western	Mark Hopwood		Chief Executive; Director, Research & Development	10.03.11
Network Rail	Nathan Quidgeley	Thameslink update	Director, Research & Development	14.03.11
London Underground	Patrick Green, Ashok Nanu	Discussed engineering work closures over the next six months	Director, Public Liaison; Communications Officer	23.03.11
London Schemes Council, ATOC		Seminar to discuss future of first class travel report	Chief Executive; Director, Research & Development	30.03.11
Department for Regional Development in Northern Ireland	David Strain	To consider implications of transport bill in Northern Ireland	Director, Public Liaison	30.03.11
TfL Fares & Ticketing	Lucy Preston; Howard Godwin	Briefing on Oyster ticketing issues	Director, Public Liaison	31.03.11
First Capital Connect	Paul French; John Hills	Discussion of timetable changes	Director, Public Liaison	04.04.11

Organisation	Individuals	Notes	Relevant Officers and Members	Date (chronological)
c2c	Julian Drury, MD		Director, Research & Development; Policy Officer	05.04.11
London Midland	Richard Brooks	To discuss proposed changes to ticket office hours	Director, Public Liaison; Director, Research & Development	06.04.11
Transport for London	Peter Hendy, Commissioner		Chair; Chief Executive	12.04.11
Southeastern; Olympic Delivery Authority; London Boroughs of Greenwich and Bexley	Vince Lucas; Mike Gibson and others	Meeting to discuss the Olympic timetable	Director, Research & Development	14.04.11
London Overground	Steve Murphy		Chair; Director, Research & Development	20.04.11
Olympic Delivery Authority	Hugh Sumner, Director		Chief Executive; Director, Research & Development	27.04.11
Network Rail	Robin Gisby, Director		Chair; Chief Executive; Director, Research & Development	28.04.11
Association of Train Operating Companies	Michael Roberts, Chief Executive; Tom Smith, Chair		Chair; Chief Executive; Director, Research & Development	05.05.11
Office of Rail Regulation	Bill Emery, CEO		Chief Executive; Director, Research & Development; Director, Public Liaison	10.05.11
Southern Railways	Chris Burchell, MD		Chief Executive; Director, Research & Development; Casework Manager	16.05.11
First Great Western London & Cotswolds Consumer Panel	Stakeholder panel of representatives from FGW and passengers	Update on major schemes affecting FGW including Crossrail, Reading and Turbo upgrade	Director, Public Liaison	17.05.11

Organisation	Individuals	Notes	Relevant Officers and Members	Date <small>(chronological)</small>
TfL Surface Transport	Bus operator workshop and audit	Discussion of issues affecting bus operators including complaints handling and escalation procedures	Chief Executive; Director, Public Liaison; Casework Manager; Casework Officers	20.05.11
London Midland	Mike Hodson, MD		Chief Executive; Director, Research & Development	23.05.11
Department for Transport	Mike Biscup; Ruth Harper; Nuna Bansel	Introductory meeting following DfT reorganisation	Chief Executive; Director, Research & Development	31.05.11
South West Trains	Andy Pitt, MD		Chief Executive; Director, Research & Development; Policy Officer	31.05.11
Representatives from Passenger Focus, ORR, DfT and ATOC		Discussion of the revised National Rail Conditions of Carriage and the replacement of the Ticketing & Settlement Agreement with the Regulatory Agreement on Fares & Ticketing	Director, Public Liaison; Director, Research & Development	01.06.11