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**Secretariat memorandum**

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Agenda item: 7

LTW404

Drafted: 22.05.12

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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 the report is received for information

**3 Information**

- 3.1. The table attached at below 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.

**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.

<b>Organisation</b>	<b>Individuals</b>	<b>Notes</b>	<b>Relevant Officers and Members</b>	<b>Date</b> (chronological)
First Capital Connect	Neal Lawson, Managing Director, and David Stratham		Chief Executive; Director, Policy & Investigation	15.03.12
London Overground	Steve Murphy, Managing Director, and David Walker		Chief Executive; Director, Policy & Investigation; Policy Officer	22.03.12
c2c	Julian Drury, Managing Director, and Hugh Jennings, Head of Retail	Visit to West Ham station to review arrangements for Olympics	Chief Executive; Director, Policy & Investigation; Policy Officers	28.03.12
Southeastern	Charles Horton, Managing Director, and Alison Nolan, Media Relations Manager		Chair; Chief Executive; Director, Policy & Investigation; Policy Officer	03.04.12
Network Rail	Robin Gisby, Director, and Ed Wilson, Head of Public Affairs		Chair; Chief Executive; Director, Policy & Investigation; Policy Officer	10.04.12
Southern	Chris Burchell, Managing Director, and David Scorey, Franchise Improvement Director		Chair; Chief Executive; Director, Policy & Investigation; Policy Officer	12.04.12
South West Trains	Tim Shoveller, Managing Director, and Jake Kelly, Customer Service Director		Chief Executive; Director, Policy & Investigation; Policy Officer	24.04.12
ATOC	Michael Roberts, Chief Executive; Peter Twigg, Head of London Support		Chair; Chief Executive; Director, Policy & Investigation; Policy Officer	26.04.12
Transport for London MDs meeting	Leon Daniels, Managing Director, TfL Surface Transport; Mike Brown, Managing Director, London Underground & London Rail; Vernon Everitt, Managing Director, Marketing & Communications		Chair; Chief Executive; Director, Policy & Investigation; Communications Officer	03.05.12
Office of Rail Regulation	Richard Price, Chief Executive Officer; Michael Beswick, Director of Railway Policy; Cathryn Ross, Director of Railway Markets & Economics; Sarah Nelson, Senior Corporate and Government Relations Executive		Chief Executive; Director, Policy & Investigation	16.05.12