
Secretariat memorandum

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Agenda item: 7

LTW420

Drafted: 12.11.12

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.

Organisation	Individuals	Notes	Relevant Officers and Members	Date (chronological)
London Overground	Steve Murphy, Managing Director		Chief Executive; Director Policy and Investigation	19.09.12
Greater Anglia	Ruud Haket, Managing Director, and Jonathan Denby, Head of Corporate Affairs		Chief Executive; Director Policy and Investigation	21.09.12
Southeastern	Charles Horton, Managing Director, and Sarah Boudy, Head of Communications and Publicity		Deputy Chair; Director Policy and Investigation; Policy Officer	09.10.12
Association of Train Operating Companies	Peter Twigg, Head of London Fares and Retail Support; Wilco Chaples, London Pricing Manager; Andy Wakeford, Head of Fares and Retail Support	Meeting to discuss fares	Chief Executive; Director, Policy and Investigation	10.10.12
Chiltern Railways	Chad Collins, General Manager		Director Policy and Investigation; Policy Officer	15.10.12
c2c	Julian Drury, Managing Director		Director Policy and Investigation; Casework Manager; Caseworker	17.10.12
South West Trains	Tim Shoveller, Managing Director, and Jake Kelly, Customer Services Director		Chief Executive; Director Policy and Investigation; Policy Officer	18.10.12
Eurostar	Pierre Delalande, Head of Public Affairs		Chief Executive; Casework Manager	24.10.12
Department for Transport	Michael Dollin	Meeting to discuss the SEFT project	Director Policy and Investigation	26.10.12
Rail Accident Investigation Branch	Carolyn Griffiths, Chief Inspector	Guy Dangerfield, Rail Passenger Manager at Passenger Focus, also attended the meeting	Chief Executive; Safety and Policy Advisor	02.11.12
National Rail Accessibility Group			Acting Chair; Chief Executive	05.11.12
Southern	Chris Burchell, Managing Director, and David Scorey, Head of Corporate Relations		Chief Executive; Director Policy and Investigation	06.11.12

Organisation	Individuals	Notes	Relevant Officers and Members	Date (chronological)
Transport for London	Vernon Everitt, Managing Director, Marketing and Communications; Shashi Verma, Director of Customer Experience	Meeting to discuss new TfL customer service proposals.	Chief Executive; Director Policy and Investigation; Casework Manager	08.11.12
Association of Train Operating Companies	Michael Roberts, Chief Executive; Peter Twigg, Head of London, Fares and Support		Chief Executive; Director Policy and Investigation	09.11.12
Network Rail	David Ward, Route Managing Director Jana Sparks, Senior Public Affairs Manager		Chief Executive; Director Policy and Investigation; Policy Officer	14.11.12
First Capital Connect	Neal Lawson, Managing Director, and Paul Oxley, Stakeholder Engagement Manager		Chief Executive; Director Policy and Investigation	15.11.12