

Board meeting  
18.03.14

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**Secretariat memorandum**

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Agenda item: 7  
LTW465  
Drafted: 05.03.14

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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 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.

**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)
Transport for London	Keith Foley, Head of Transport Planning at London Underground; Matt Winfield, Senior External Affairs Manager at Transport for London	Briefing on night transport across bus and tube networks	Director, Policy and Investigation	08.01.14
London Assembly	Transport Committee	Agenda item on Memorandum of Understanding	Chair of Policy Committee; Chief Executive	09.01.14
Transport for London, Greater London Authority and others	Michele Dix, MD for Planning at TfL; Ian Birch, Greater London Authority; representatives from London Councils, University College London, RAC Foundation and others	2050 Infrastructure Investment Plan workshop	Chief Executive	15.01.14
Office of Rail Regulation	John Larkinson, Director of Economic Regulation at ORR; Mike Hewitson, Head of Passenger Issues at Passenger Focus and others	Consumer Panel discussion of ORR's ticket retailing code of practice, ORR's code re complaint handling and disabled people's protection policies	Chief Executive	21.01.14
Transport for London, Network Rail, Association of Train Operating Companies	Various including Stuart Reid, TfL (in the Chair), Nicky Ward of Network Rail, Geoff Hobbs of TfL, Peter Twigg of ATOC and representatives from train operating companies	Travel Demand Management board meeting including the Tour de France, the programme of work TfL are undertaking to support TDM, progress towards ticket arrangements and communications during the London Bridge closure, West Coast Mainline upgrade	Policy Officer	21.01.14
Gatwick Airport	Julia Gregory, Head of Development; Emma Rees, Head of Surface Transport; Shona Bell, Surface Transport Strategy Manager	Discussion on surface access strategy, particularly Gatwick Airport station	Chief Executive; Director, Policy and Investigation	23.01.14
Transport for London, Local Government Ombudsman	Samantha Jackson Clarke, Gareth Long and Matt Winfield of TfL; Peter Conroy, Patrick Moriarty and Alan Hopley of the LGO	Role of Local Government Ombudsman	Chief Executive; Casework Manager	27.01.14
Transport for London	Mike Brown, MD London Underground and London Rail; Gareth Brown, Director of Strategy and Surface Development; Melanie Couldrey, Head of Stakeholder Engagement; Matt Winfield, Senior External Affairs Manager	Vision for the Tube, HS2 implications for London, franchising progress, accessible stations	Chair; Chief Executive; Director, Policy and Investigation; Policy Officer	30.01.14

<b>Organisation</b>	<b>Individuals</b>	<b>Notes</b>	<b>Relevant Officers and Members</b>	<b>Date</b> (chronological)
South West Trains	Arthur Pretorius, Customer Services Director	Waterloo capacity enhancement scheme; passenger forum feedback; London TravelWatch research; National Passenger Survey	Chief Executive; Director, Policy and Investigation; Policy Officer	04.02.14
Passenger Focus	David Sidebottom, Acting Chief Executive	Informal discussion	Chief Executive	04.02.14
Department for Transport	Peter Wilkinson, Director of Franchising	Discussing various issues relating to franchising	Chair; Chief Executive; Director, Policy and Investigation	18.02.14
Transport for London, Network Rail, Association of Train Operating Companies, Department for Transport	Dave Ward, Route Director, Network Rail (in the Chair); Stuart Reid, Director of Travel Demand Management Programme, TfL; David Mapp, Commercial Director, ATOC; Rowan Smith, Deputy Director Commercial Rail at DfT; various representatives from train operating companies and TfL/Network Rail staff	Travel Demand Management board meeting including Tour de France communications strategy, integrated planning customer information programme, Hotspot information, London Bridge communications plan	Chief Executive	18.02.14
Greater London Authority	Mark Roberts, Executive Director of Secretariat; Katie Smith, Head of Scrutiny	General update and co-ordination of work programmes	Chief Executive; Director, Policy and Investigation; Executive Assistants	19.02.14
Department for Transport	Rupert Furness, Divisional Manager; Jamie Groves	Introductory meeting, upcoming Ministerial meeting	Chief Executive; Director, Policy and Investigation	04.03.14

In addition to the strategic meetings outlined in the table, the Chief Executive has been involved in several activities including the following:

- Gatwick Airport station new platform opening with Minister of State and representatives from local authorities and transport industry
- London Transport Awards dinner, attending as a judge