

Board meeting
15.07.14

Secretariat memorandum

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Agenda item: 11

LTW472

Drafted: 02.07.14

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.

Organisation/Individual	Notes	Relevant Officers and Members	Date (chronological)
Passenger Focus: David Sidebottom, Passenger Team Director; Ian Wright, Head of Research	Rail Passenger Trust survey	Chief Executive; Director, Policy and Investigation	02.06.14
Department for Transport: Martin Holt; Andrew McDonald	Great Western direct award	Director, Policy and Investigation, Policy Assistant	04.06.14
c2c: Julian Drury, Managing Director; Chris Atkinson, Communications and Stakeholder Manager; Tunde Olatunji, Head of Customer Experience	Bilateral meeting including works at Fenchurch Street and Limehouse stations, performance, payments and accessibility	Chief Executive; Policy Officer	09.06.14
Crossrail 2	Launch of next phase of Crossrail 2 consultation	Director, Policy and Investigation	09.06.14
Passenger Focus: David Sidebottom, Passenger Team Director; Keith Bailey. Transport for London: Nick Baker and others	Tram Passenger survey	Chief Executive; Policy Officer; Policy Assistant	10.06.14
Travel Demand Management board including Network Rail, TfL, train operating companies, Department for Transport	Tour de France, Greenwich Tall Ships regatta, ticketing, works at London Bridge and Bank stations.	Chief Executive	10.06.14
London Heathrow Surface Access steering group	Presentation to group on role of London TravelWatch	Director, Policy and Investigation	11.06.14
Transport for London: Patrick Green and Richard Meeks	London Underground formal closures programme	Director, Policy and Investigation, Policy Officer	11.06.14
Citizens Advice Bureaux conference	Roundtable on developing policy from complaints	Director, Policy and Investigation; Casework Manager	12.06.14
Transport for London: Shashi Verma, Customer Experience Director	Fares and ticketing meeting	Chief Executive; Director, Policy and Investigation	12.06.14
London Overground: Peter Austin, Managing Director	Bilateral meeting including capacity improvements update, take over of Greater Anglia services and impact of London Underground ticket office closures on London Overground.	Director, Policy and Investigation; Policy Officer	16.06.14

Organisation/Individual	Notes	Relevant Officers and Members	Date (chronological)
Transport for London: Matt Winfield, Stakeholder Engagement Manager; ATOC consultants: Stuart Reynolds; Dunan Elder	Discussion of progress with information integration between Transport for London and Network Rail	Director, Policy and Investigation, Policy Officer	17.06.14
Southeastern: Charles Horton, Managing Director; Mike Gibson, Public Affairs Manager	Bilateral meeting including extending Oyster validity, car parking at Orpington, timetabling and forward planning for London Bridge.	Director, Policy and Investigation; Policy Officer	17.06.14
South West Trains: Arthur Pretorius, Customer Service Director; Andy Naylor, Head of Customer Service	Bilateral meeting including performance, smart cards and the direct award.	Director, Policy and Investigation; Policy Officer	24.06.14
Southern Trains: Chris Burchell, Managing Director; Alex Foulds, Development Director	Bilateral meeting including performance, Thameslink and handover to the new franchise	Chief Executive; Director, Policy and Investigation	26.06.14
First Great Western	Stakeholder conference	Director, Policy and Investigation	26.06.14
James Cleverly AM	Assembly member business plan input meeting	Chair; Chief Executive	30.06.14
Joanne McCarthy AM	Assembly member business plan input meeting	Chair; Chief Executive	01.07.14
Rail Delivery Group	Summer reception	Chief Executive	01.07.14
British Transport Police: Mark Newton, Assistant Chief Commissioner	BTP structure and role; disruption; London TravelWatch research on the travelling environment; passenger engagement	Chief Executive; Policy Officer	03.07.14
Transport for London: Mike Brown, Managing Director of London Underground and London Rail; Gareth Powell, Director of Strategy and Service Development	London Underground Vision for the tube; London TravelWatch involvement in service development; station development strategy; National Rail franchising	Chair; Chief Executive; Director, Policy and Investigation	04.07.14

In addition, the Chief Executive attended the following events:

- The opening of London Heathrow Airport's opening of Terminal 2
- The Stagecoach Group summer reception
- The Rail Delivery Group summer reception