

Board meeting
09.12.14

Secretariat memorandum

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Agenda item: 7
LTW483
Drafted: 25.11.14

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)
Go Ahead	Bilateral meeting	Director, Policy and Investigation	22.09.14
Department for Transport – Andrew Murray	Triennial review of Passenger Focus	Ruth Thompson; Chief Executive; Director, Policy and Investigation	23.09.14
Travel Demand Management board including Network Rail, TfL, train operating companies, Department for Transport		Policy Officer (RN)	30.09.14
South West Trains: Arthur Pretorius, Customer Services Director	Bilateral meeting discussed engineering works, performance, direct award, platform gaps, Waterloo announcements	Director, Policy and Investigation; Policy Officer (RN)	09.10.14
c2c: Julian Drury, Managing Director	Bilateral meeting discussed performance, franchising, ticketing, timetabling, upgrade works	Director, Policy and Investigation; Policy Officer (KB); Policy Officer (CW)	13.10.14
Transport for London: Vernon Everitt, Managing Director Customer Experience, Marketing and Communications	Cities Campaign activities, alternative dispute resolution, contact centre, TfL website, London Bridge	Chair; Chief Executive; Director, Policy and Investigation; Casework Manager; Communications Officer	15.10.14
Department for Transport	Alternative dispute resolution meeting	Chief Executive	16.10.14
Gatwick Annual Transport Forum		Policy Officer (KB)	17.10.14
Eurostar	EPF annual meeting with Eurostar – ticketing and rolling stock developments, and calls at Ashford International discussed	Chief Executive	17.10.14
Deputy Mayor for Transport Isabel Dedring	Public meeting organised by the London branch of Campaign for Better Transport	Director, Policy and Investigation	22.10.14
Travel Demand Management board including Network Rail, TfL, train operating companies, Department for Transport	Thameslink ticketing, Christmas and Easter update, Rugby World Cup, London Bridge, behaviour change pilots	Policy Officer (RN)	28.10.14
Chiltern Railways: Jennifer Payne, Customer Service Director: Thomas Painter, Business Development Manager	Bilateral meeting discussed Bi-Ox project, timetabling, accessibility, timetabling	Director, Policy and Investigation; Policy Officer (RN)	29.10.14

Organisation/Individual	Notes	Relevant Officers and Members	Date (chronological)
Department for Transport	East Midlands Direct Award	Director, Policy and Investigation; Policy Officer (RN)	04.11.14
European Rail Congress Summit		Chief Executive	11.11.14
Chiltern Railways – Graham Cross Business Development Director	Confidential briefing on Chiltern response to airports report	Director, Policy and Investigation	17.11.14
Policy Forum: Next steps for transport policy in London and the South East	Chief Executive attended as keynote speaker	Chief Executive	20.11.14

In addition, the Chief Executive and Ruth Thompson attended the annual service of remembrance at City Hall on 7 November 2014.