

Board meeting
17.03.15

Secretariat memorandum

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Agenda item: 7
LTW493
Drafted: 03.03.15

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.

Organisation/Individual	Notes	Relevant Officers and Members	Date (chronological)
Christian Clarke, Head of Customer Relations, and Sarah Cullen, Customer Engagement Manager, Virgin Trains	Virgin Trains reorganisation, casework, research, Euston station	Director, Policy and Investigation; Policy Officer (RN)	20.01.15
Travel Demand Management board including Network Rail, TfL, train operating companies, Department for Transport	London Bridge, Easter 2015, New Years Eve, behaviour change pilots	Policy Officer (VS); Policy Officer (RN)	20.01.15
Department for Transport, Claire Perry MP and MPs representing areas served by the Southeastern rail franchise	Summit meeting on the recent performance of Southeastern chaired by Claire Perry MP	Director, Policy and Investigation	22.01.15
Davies Airports Commission secretariat	London TravelWatch's report on surface transport access to London's airports	Chair; Chief Executive; Director, Policy and Investigation	28.01.15
Pierre Delalande, Head of Public Affairs, and Mary Walsh, Director Corporate Communications, Eurostar	General issues, Channel tunnel fire, service recovery, other ramifications	Chief Executive; Director, Policy and Investigation	28.01.15
Vernon Everitt, Managing Director Customer Experience, Transport for London	Communications, next spending review, ticket office closures, transfer of Greater Anglia services to TfL, Travel Demand Management board, follow-up on issues arising from London TravelWatch's access to airports report	Chief Executive; Director, Policy and Investigation	02.02.15
Department for Transport, Claire Perry MP and MPs representing areas served by the Southern rail franchise	Summit meeting on the recent performance of Southern chaired by Claire Perry MP	Director, Policy and Investigation	02.02.15
Department for Transport, Claire Perry MP and MPs representing areas served by the Thameslink rail franchise	Summit meeting on the recent performance of Thameslink chaired by Claire Perry MP	Director, Policy and Investigation	04.02.15
Mark Roberts, Head of Secretariat, Greater London Authority	Informal update	Richard Dilks; Chief Executive	10.02.15
Office of Rail Regulation	Business plan engagement meeting	Chief Executive	10.02.15
Nigel Fisher, Marcus Sutton and Louise Deadman, Office of Rail Regulation	Network Rail performance including Thameslink Southern and Great Northern and Southeastern	Director, Policy and Investigation; Policy Officer (RN)	10.02.15

Organisation/Individual	Notes	Relevant Officers and Members	Date (chronological)
Geoff Hobbs, Head of Rail Planning, Transport for London	Various rail issues	Director, Policy and Investigation; Policy Officer (RN)	11.02.15
Alex Foulds, Commercial Director, Southern	Emergency timetable, NRPS, current performance, Oyster, East Croydon, franchise handover	Chief Executive; Director, Policy and Investigation; Policy Officer (RN)	11.02.15
Julian Drury, Managing Director, Chris Atkinson, Communications and Stakeholder Manager, Hugh Jennings, Head of Retail, and Tunde Olatunji, Head of Customer Experience, C2c	Performance, franchise, NRPS, smart ticketing, contactless ticketing, December 2015 timetable, station issues	Director, Policy and Investigation; Policy Officer (RN)	12.02.15
Stephen Morris, Deputy Chief Executive, Bus Users UK: Nick Denton, Traffic Commissioner for London and the South East	Issues arising from the European Passenger Rights regulations	Chief Executive; John Cartledge	13.02.15
Chief Constable Paul Crowther, British Transport Police	General updates	Chief Executive; Policy Officer (VS)	16.02.15
Travel Demand Management board including Network Rail, TfL, train operating companies, Department for Transport	TDM scope, Easter 2015, Rugby World Cup	Policy Officer (VS)	17.02.15
Shashi Verma, Director of Customer Experience, Transport for London	TfL fares and ticketing issues	Chief Executive; Director, Policy and Investigation	23.02.15
Rebecca Hall and Frances Soames, Department for Transport	Fares and ticketing, update on penalty fares, Alternative Dispute Resolution and other issues	Director, Policy and Investigation	23.02.15
Andy Naylor, Head of Customer Service, South West Trains	Performance, Direct Award, Clapham Junction/Waterloo overcrowding	Director, Policy and Investigation; Policy Officer (RN)	25.02.15

In addition, the Chief Executive attended a number of events during the period, including a Campaign for Better Transport even on 12.02.15, The George Bradshaw Address on 25.02.15 and the Guardian Big Transport Debate on 03.03.15.