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**Secretariat memorandum**

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Agenda item: 6

LTW514

Drafted: 06.01.16

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Key activities

**1 Purpose of report**

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**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 officers of London TravelWatch with various transport providers and organisations. Details of specific activities may be requested via the listed contact.

3.2. This report covers both strategic and operational matters that have taken place since the last meeting of members.

**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)
Chiltern Railways: Thomas Painter, Business Planning Manager, and Jennifer Payne, Customer Service Director	Oxford Parkway service; December 2015 timetable changes; HS2; Marylebone; Interchange report	Director, Policy and Investigation; Policy Officer (RN)	08.12.15
With Stockwell bus garage manager	'Meet the Manager' bus event	Policy Officer (VS)	08.12.15
Inter City West Coast franchise bidder day	DfT event outlining the franchise competition process	Director, Policy and Investigation	09.12.15
Nick Brown, Managing Director of Rail and Underground, Transport for London	Ticket office closures; Piccadilly line performance; Interchange report; safety	Richard Dilks, Board Member; Chief Executive; Policy Officer (RN)	09.12.15
Rail Industry Planning Group, Network Rail	Long term planning process overview	Policy Officer (RN)	09.12.15
Southeastern	Christmas services briefing with Transport Focus	Director, Policy and Investigation	10.12.15
West Midlands franchise bidder day	DfT event outlining the franchise competition process	Policy Officer (RN)	10.12.15
MTR Crossrail	Annual revenue protection summit	Casework Manager	11.12.15
TfL – London Underground	Former Silverlink ticket offices closure meeting	Director, Policy and Investigation; Policy Officer (RN)	11.12.15
Abellio Greater Anglia: James Burles, Managing Director; Jonathan Denby, Head of Corporate Affairs	Performance; upgrades; Roydon station works and ticket office closure; franchising issues; Interchange report	Director, Policy and Investigation; Policy Officer (RN)	14.12.15
Office of Rail and Road	Workshop on complaints handling procedures	Casework Manager	15.12.15
Transport for London	Bus stop bypass working group	Policy Officer (VS)	15.12.15
Val Shawcross AM, Chair of the Transport Committee	Catch-up meeting	Chair, Chief Executive	17.12.15
Govia Thameslink Railway: Dyan Crowther, Chief Operating Officer, and colleagues	Performance; future plans; timetable changes	Chief Executive; Director, Policy and Investigation; Policy Officer (RN)	17.12.15
Network Rail; Govia Thameslink Railway	Alliance board meeting	Policy Officer (RN)	18.12.15
Living Streets	Policy discussion	Policy Officer (VS)	06.01.16
Rail Executive	European Rail Policy Forum	Director, Policy and Investigation	07.01.16

Organisation/Individual	Notes	Relevant Officers and Members	Date (chronological)
Eurostar/European Passenger Federation	Annual meeting with passenger representatives from Eurostar destinations	Chief Executive, Casework Manager	08.01.16
European Passenger Federation	Hosted quarterly meeting. Agenda included a presentation from Vernon Everitt TfL on the importance of strong passenger representation in improving services.	Chief Executive	09.01.16
Stagecoach	Meeting about South Western franchise bid	Director, Policy and Investigation; Policy Officer (RN)	11.01.16
Abellio	Review of proposed changes to station announcements	Policy Officer (RN)	11.01.16
Department for Transport London Sponsorship Team : Miriam Maddimba, London Surface Transport Policy Adviser; Sian Adams, London Underground Policy Adviser	Spending review; Tube investment programme; industrial action; rail devolution; London TravelWatch research	Chief Executive; Director, Policy and Investigation; Policy Officer (RN)	12.01.16

During the period, officers also attended events including:

- London Transport Awards judges' meeting
- Informal dinner with European Passenger Federation colleagues