
Secretariat memorandum

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Agenda item: 6

PC006

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Actions taken

1 Purpose of report

1.1 To record actions taken by members or officers since the last meeting.

2 Recommendation

2.1 None – this report is for information only.

3 Information

3.1 The Director, Policy and Investigation, and team attended several meetings and events relating to the work of the Policy committee, including the following:

3.2 Meeting with the Department for Transport (DfT) on a number of occasions to discuss various issues relating to the Fares and Ticketing review.

3.3 Meeting with DfT to discuss the rail franchising programme on 24 April 2013.

3.4 Meeting with Crossrail on 1 May 2013 to discuss issues relating to the redevelopment and design of stations outside of the central London core.

3.5 Meeting with Passenger Focus and a representative of ATOC on 7 May 2013 to discuss a good practice guide to short term train timetable changes associated with one off events.

3.6 With the Chief Executive, attending the UK Rail Opportunities Day on 22 May 2013 at the invitation of the DfT to meet with potential franchise bidders.

3.7 Meeting with the Managing Director of London Rail and London Underground on 28 May 2013 to discuss the impact of engineering works and line closures, along with other items.

3.8 Attending a Passenger Focus forum on “Developing the passenger voice in rail franchising” on 5 June 2013.

3.9 The Casework Manager attended meetings related to the work of the Casework team, including the following:

3.10 Attending an extended meeting with First Capital Connect on 14 May 2013 where several issues were discussed, including passing more customer services to station

managers, statistical analysis, case issues, ticket machines and the Customer Management Centre.

- 3.11 Meeting the Office of Rail Regulation on 20 May 2013 regarding the quarterly statistical information and changes the ORR would like to make to their reporting. This will be followed up again with the statistical team and the consumer team regarding how the information could be better used.

4 Equalities and inclusion implications

- 4.1 In accordance with London TravelWatch's duties under the Disability Discrimination Act and other legislation, account is taken when responding to consultations on proposals from external bodies of their particular impact (if any) on the needs of people whose access to transport may be restricted by reason of disability or social exclusion.

5 Legal powers

- 5.1 Section 248 of the Greater London Authority Act 1999 places upon London TravelWatch (as the London Transport Users Committee) a duty to consider - and where it appears to the Committee to be desirable, to make recommendations with respect to - any matter affecting the functions of the Greater London Authority or Transport for London which relate to transport (other than of freight). Section 252A of the same Act (as amended by Schedule 6 of the Railways Act 2005) places a similar duty upon the Committee to keep under review matters affecting the interests of the public in relation to railway passenger and station services provided wholly or partly within the London railway area, and to make representations about them to such persons as it thinks appropriate.

6 Financial implications

- 6.1 No specific financial implications for London TravelWatch arise from this report.