

Policy committee meeting

25.02.14

Secretariat memorandum

Author : Sharon Malley

Agenda item: 7

PC024

Drafted: 05.02.14

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 operational meetings attended by senior officers of London TravelWatch with various transport providers and organisations. The

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	Individuals	Notes	Relevant Officers and Members	Date (chronological)
Department for Transport	Matt Chapman, Gary Lines, Nicola Wood, Laura Heath, Ceilia, Dale Ward from DfT; Leigh Collins, Melanie Foster from Network Rail; Mervyn Carter, Gerry Leighton, Rob Plaskitt from ORR; Linda McCord, Guy Dangerfield, Sharon Hedges, Mike Hewitson from Passenger Focus	To discuss the process for undertaking franchise bid reviews, and to undertake a mandatory confidentiality instruction including signing of agreements.	Director, Policy and Investigation, Policy Officer	04.12.13
Passenger Focus	Sharon Hedges, Rail Passenger Manager	Follow up from the Department for Transport meeting for how Passenger Focus and London TravelWatch would interact during the franchise bid review process	Director, Policy and Investigation, Policy Officer	04.12.13
Greater Anglia	Andy Camp (Commercial Director), Andrew Goodrun (Customer Services Director), Jonathan Denby (Head of Corporate Affairs) from Greater Anglia; various local stakeholders	Stakeholder Panel for Greater Anglia	Policy Officer	09.12.13
Department for Transport, Southeastern	Charles Horton (Managing Director), Chantal Pagram, Mike Boden, Mike Gibson, Leanne Critchley from Southeastern; John Macquarrie (Franchise Sponsor), Mark Whitmore, Martin Holt from DfT; Sharon Hedges, Linda McCord from Passenger Focus	To discuss the plans for the Southeastern franchise direct award	Director, Policy and Investigation, Policy Officer	11.12.13
Southeastern	Mike Gibson, Public Affairs Manager	Discussed join-up regarding casework, feedback regarding delays and casework handling	Casework Manager	12.12.13
Greater Anglia	Ruud Haket (Managing Director) and senior managers from Greater Anglia; many others from around the industry and local stakeholders	Demonstration of different refurbishment types for their train fleet, including feedback sessions for how to improve	Policy Officer	18.12.13

Organisation	Individuals	Notes	Relevant Officers and Members	Date (chronological)
First Great Western	Board level meeting	To discuss FGW plans for their direct award franchise	Director, Policy and Investigation	18.12.13
Transport for London	Keith Foley, Head of Transport Planning, and Matt Winfield, Stakeholder Relations Manager	Briefing on plans for the night tube operations	Director, Policy and Investigation, Policy Assistant	08.01.14
TDM Board	Representatives from Network Rail, Transport for London, train operating companies and Transport for London	To discuss various cross-mode transport issues including upgrade works at London Bridge station, the West Coast main line upgrade and the Tour de France.	Policy Officer	21.01.14
Gatwick Airport	Julia Gregory, Head of Surface Transport Emma Rees, Head of Property, and Shone Bell, Surface Transport Strategy Manager	To discuss issues affecting public transport to Gatwick Airport	Chief Executive, Director, Policy and Investigation	23.01.14
Local Government Ombudsman; Transport for London	Paul Conroy, Andrew Hopley and Patrick Moriarty from the LGO; Sam Clark Jackman, Gareth Long Yas Gittens and Kim Burn from TfL	Local Government Ombudsman role in casework and signposting for TfL	Chief Executive; Casework Manager	27.01.14
First Capital Connect	Senior management	The launch event of the new Thameslink rolling stock	Director, Policy and Investigation	28.01.14
Network Rail	Many attendees from Network Rail, Department for Transport, Passenger Focus, Office of Rail Regulation, Rail Freight Group and Transport for London	The Sussex Route Study working group meeting	Director, Policy and Investigation	29.01.14
Chiltern	Senior management; representatives of user groups	Chiltern Passenger Board	Director, Policy and Investigation	31.01.14
Network Rail	Many attendees from Network Rail, Department for Transport, Passenger Focus, Office of Rail Regulation, Rail Freight Group and Transport for London	Rail Industry Planning Group	Policy Officer	06.02.14

Organisation	Individuals	Notes	Relevant Officers and Members	Date (chronological)
Transport for London	Stuart Lee, Performance Manager, Customer Experience	To discuss TfL's use and monitoring of social media	Communications Officer	10.02.14