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**Secretariat memorandum**

Author : Sharon Malley

Agenda item: 6  
LTW570  
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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 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.

<b>Organisation/Individual</b>	<b>Notes</b>	<b>Relevant Officers and Members</b>	<b>Date</b> (chronological)
Parliamentary Advisory Council for Transport Safety	Annual lecture	Safety Adviser	11.12.17
Mark Wilkins, First Group bid team	West Coast Partnership franchise bid	Director, Policy and Investigation; Policy Assistant	12.12.17
Katie Smith, Head of Scrutiny, and Richard Berry, Scrutiny Officer, Greater London Authority	Liaison on future work plans	Chief Executive; Director Policy and Investigation	12.12.17
Shashi Verma, Chief Technology Officer and Director of Customer Experience, and Poppy Windsor, Engagement Officer, Transport for London	Complaints handling, Sarah Hope Line, casework performance, Crossrail fares,	Chief Executive; Director Policy and Investigation	13.12.17
Karen Poole and Lucy Carter, MTR bid team	West Coast Partnership franchise bid	Director, Policy and Investigation; Policy Assistant	13.12.17
Rail Safety and Standards Board	Platform-train interface strategy	Safety Adviser	13.12.17
Will Rogers, Managing Director, London Overground	Potential ticket office changes, performance, Network Rail route supervisory boards	Chief Executive; Director Policy and Investigation	14.12.17
Network Rail and Govia Thameslink Railway	Alliance board meeting	Director, Policy and Investigation; Policy Assistant	15.12.17
Govia Thameslink Railway	Thameslink stakeholder group	Director, Policy and Investigation	18.12.17
Great Western Railway	Christmas possession steering group	Director, Policy and Investigation	20.12.17
Kelly Barhan and Bob Powell, Virgin/Stagecoach West Coast bid team	West Coast Partnership franchise bid	Director, Policy and Investigation	21.12.17
Charles Horton, Managing Director, and Matthew Beard, Communications Manager, Govia Thameslink Railway	Visit to Blackfriars station; Chair took train cab journey to Cricklewood station and met station partnership	Chair; Director, Policy and Investigation	03.01.18
Rail Delivery Group; Transport Focus; Department for Transport; Office of Rail and Road	Rail ombudsman task force meeting	Chief Executive	04.01.18
Andy Wakeford, Rail Delivery Group; Mike Hewitson, Transport Focus; Nick Wortley, Office of Rail and Road	Consultation on new National Rail Conditions of Travel	Director, Policy and Investigation; Casework Manager	08.01.18

During this period, officers also attended a meeting of the London Transport Awards judges and the Chair and officers attended a stakeholder opening event for London Bridge station.