

Board meeting  
12.05.15

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**Secretariat memorandum**

Author : Sharon Malley

Agenda item: 7  
LTW498  
Drafted: 28.04.15

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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 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)
Peter Austin, Managing Director, London Overground	Sydenham corridor crowding and punctuality, transfer of Greater Anglia services, electrification, Hackney interchange, New Cross Gate station works	Chief Executive; Director, Policy and Investigation; Policy Officer (RN)	27.02.15
Jeff Halliwell (Chair) and Anthony Smith (Chief Executive), Transport Focus	Introductory meeting	Chair; Chief Executive	06.03.15
Lucy Anderson MEP	Issues affecting transport users in London and the surrounding area	Chief Executive; Director, Policy and Investigation	06.03.15
Philip London and Sian Adams, Department for Transport	General discussion on matters relating London transport users and TfL, including Crossrail 2 and the Croyley Rail Link	Chief Executive; Director, Policy and Investigation	09.03.15
Leon Daniels, Managing Director Surface Transport, Transport for London	Cycle Super Highways, special needs transport review, bus strikes, pavement obstruction enforcement, streetscape consultation	Chair; Ruth Thompson; Chief Executive; Director, Policy and Investigation	10.03.15
Michael Roberts, Chief Executive of Rail Delivery Group and Association of Train Operating Companies, and David Mapp, Commercial Director, and James Carr, Head of London Support, Association of Train Operating Companies	Fares, compensation arrangements, ticketing including paper ticket design, Travel Demand Management board, London fares structure and Oyster to Gatwick	Chief Executive; Director, Policy and Investigation; Policy Officer (RN)	12.03.15
Mike Brown, Managing Director London Underground and London Rail, and Gareth Powell, Director Strategy and Service Development, Transport for London	Ticket office changes, London Underground and London Rail update, compensation arrangements, future funding, Easter closures, Trams 2030	Chair; Chief Executive; Director, Policy and Investigation; Policy Officer (RN)	12.03.15
Dyan Crowther, Chief Operating Officer, Govia Thameslink Railway	Performance and compensation	Chief Executive	12.03.15
Bharat Mehta, Chief Executive, Trust for London; Katharina Winbeck, Head of Transport and Environment and Steve Craddock, Policy Officer, London Councils	The cost of public transport in London for people in low-paid jobs having to travel long distances to work	John Stewart; Chief Executive; Director, Policy and Investigation	16.03.15
Anton Valk, consultant for Network Rail	Evidence for engineering review	Chief Executive; Director, Policy and Investigation	16.03.15

<b>Organisation/Individual</b>	<b>Notes</b>	<b>Relevant Officers and Members</b>	<b>Date</b> (chronological)
Travel Demand Management board including Network Rail, TfL, train operating companies and Department for Transport	Easter 2015 update, London Bridge update, IPCIP update, London Underground behavioural change trials, Rugby World Cup, TDM board scope	Chief Executive; Policy Officer (RN)	17.03.15
Charles Horton, Managing Director, Govia Thameslink Railway	Performance, amended compensation arrangements	Chair; Chief Executive; Director, Policy and Investigation	18.03.15
Sir Peter Hendy, Commissioner for Transport, and David McNeill, Director of Public Affairs, TfL	Key issues affecting transport users in London	Chair; Chief Executive; Director, Policy and Investigation	18.03.15
Dave Ward, London Route Director, Network Rail	London Bridge works	Chief Executive	23.03.15
Jonathan Denby, Head of Corporate Affairs, Abellio Greater Anglia	Service update, short franchise commitment delivery, devolution, long franchise update	Chief Executive; Director, Policy and Investigation	23.03.15
Nigel Fisher, Office of Rail Regulation	Performance issues	Director, Policy and Investigation	25.03.15
Nick Layt, Office of Rail Regulation	Passenger information issues	Director, Policy and Investigation	25.03.15
David Statham, Managing Director, and Mike Boden, Development Director, Southeastern	Capacity, timetables, punctuality, service recovery, information, train and station environment, London Bridge station	Chief Executive; Director, Policy and Investigation; Policy Officer (RN)	27.03.15
Jennifer Payne, Customer Service Director, Chiltern Railways	Engineering and upgrade works, Bicester-Oxford update, Harbury landslip, rolling stock, London Underground ticket office changes	Director, Policy and Investigation; Policy Officer (RN)	30.03.15
Dipesh Tailor, Office of Rail and Road	Passenger compensation issues	Director, Policy and Investigation	02.04.15
Andrew Murray, Department for Transport	Triennial review of Passenger Focus	Chief Executive; Director, Policy and Investigation	02.04.15
Peter Bradley, Head of Stakeholder Engagement, TfL	Bus service alterations	Director, Policy and Investigation; Policy Officer (VS)	09.04.15

<b>Organisation/Individual</b>	<b>Notes</b>	<b>Relevant Officers and Members</b>	<b>Date</b> (chronological)
Terry Oliver, Head of West Cost Services, and Francis Thomas, Head of Communications, London Midland	Bi-lateral update meeting	Director, Policy and Investigation	10.04.15
Sue Evans, Director of Communications, and Matthew Golton, Projects and Planning Director, First Great Western	First Great Western franchise stakeholder briefing	Director, Policy and Investigation	14.04.15
Travel Demand Management board including Network Rail, TfL, train operating companies and Department for Transport	Easter 2015, handling disruption of 13.04.15, Rugby World Cup, TDM board scope, contingency planning, Victoria line closures	Chief Executive; Policy Officer (VS)	14.04.15
James Carr, Association of Train Operating Companies	London fare structure	Director, Policy and Investigation	15.04.15
Charles Horton, Managing Director, Dyan Crowther, Chief Operating Officer, Gavin Bostock, Head of Corporate Affairs, Govia Thameslink Railway	Performance, timetable, Govia Thameslink Railway/Network Rail alliance board, Southern integration, service quality, revenue protection, rolling stock, through ticketing	Chief Executive; Director, Policy and Investigation; Policy Officer (RN)	16.04.15
Howard Smith, Operations Director, Crossrail	Crossrail progress including West Anglia handover, stations update, Network Rail relationship	Chief Executive; Director, Policy and Investigation; Policy Officer (RN)	17.04.15
Vernon Everitt, Managing Director, Customer Experience, Marketing and Communications, and Matt Winfield, Senior External Affairs Manager, TfL	Spending review 2015, Travel Demand Management board, TfL transparency consultation, TfL website, London TravelWatch campaign to amend compensation for National Rail passengers	Chair; Chief Executive; Director, Policy and Investigation; Communications Officer	21.04.15
Mark Lever, Senior Public Affairs Manager, and Richard Higgins, Surface Access Planning Manager, Gatwick Airport	Surface access to Gatwick Airport	Chief Executive; Director, Policy and Investigation	23.04.15

The Chief Executive also attended the Great Transport Debate on 11 March and a London Elections event on 23 March.