

Board meeting  
07.10.14

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**Secretariat memorandum**

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Agenda item: 7  
LTW479  
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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. 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.

<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, Department for Transport	Tour de France, Rugby World Cup, ticketing, London Bridge	Policy Officer	08.07.14
Transport for London: Vernon Everitt, Director, Customer Experience, Marketing and Communications		Director, Policy and Investigation, Casework Manager	10.07.14
Rail Delivery Group: Michael Roberts, Chief Executive; ATOC: Head of London Support	CPAY, other smart tickets, changes to paper tickets, 'part time' tickets, London Bridge	Chair; Chief Executive; Director, Policy and Investigation; Policy Officer	16.07.14
Richard Tracey AM	Assembly member business plan input meeting	Chair; Chief Executive	17.07.14
Navin Shah AM	Assembly member business plan input meeting	Chair; Chief Executive	22.07.14
Chiltern Railways: Business planning manager, customer services director	Capacity, customer satisfaction, London TravelWatch research	Director, Policy and Investigation; Policy Officer	22.07.14
London Midland: Head of Coms, Head of West Coast Services	New Head of Route for West Coast, London Midland reorganisation, performance and other issues	Director, Policy and Investigation; Policy Officer	23.07.14
Abellio Greater Anglia: Jamie Burles MD	Introduction to new Managing Director, franchises, Crossrail, London TravelWatch research	Director, Policy and Investigation; Policy Officer	29.07.14
First Great Western: Director of Coms, External Relations Manager	Feedback on stakeholder conference, Crossrail, gateline extensions, Christmas possessions	Director, Policy and Investigation	29.07.14
Co-Operative Party: Head of External Affairs	Meeting at Co-Operative Party's instigation – they are seeking information on public accountability in transport	Director, Policy and Investigation; Communications Officer	05.08.14
South West Trains	Annual meeting	Director, Policy and Investigation; Policy Officer	20.08.14
Len Duvall AM	Assembly member business plan input meeting	Chair; Chief Executive	27.08.14
Transport for London: Leon Daniels, Managing Director, Surface Transport	Cash free buses, bus temperatures, pavement obstructions, cycling vision	Chair; Chief Executive; Policy Officer	28.08.14
Travel Demand Management board including Network Rail, TfL, train operating companies, Department for Transport	IPCIP, Rugby World Cup, Ride London, tall ships race, ticketing, London Bridge	Policy Officer	02.09.14

<b>Organisation/Individual</b>	<b>Notes</b>	<b>Relevant Officers and Members</b>	<b>Date</b> (chronological)
Sadiq Khan MP, Shadow Minister for London	Issues affecting London transport users	Chair; Chief Executive	04.09.14
London Overground: Peter Austin MD	Driver-only operation, capacity implementation programme, Greater Anglia, performance, London Bridge, platform gaps, fare evasion	Chief Executive; Director, Policy and Investigation	05.09.14
Transport for London: Shashi Verma, Customer Experience Director	January fares, part time travelcard, contactless payments, cash-free buses, extensions to Oyster	Chief Executive; Director, Policy and Investigation	12.06.14
Office of Rail Regulation	Quarterly meeting on consumer issues	Director, Policy and Investigation	11.09.14
Department for Transport	European Rail Policy Forum	Director, Policy and Investigation	11.09.14
Transport for London: Gareth Powell, Director of London Rail		Chair; Chief Executive; Director, Policy and Investigation	15.09.14

In addition, the Chief Executive attended the following events:

- The re-opening of Reading station
- The launch of the Thameslink Southern Great Northern franchise (with Director, Policy and Investigation)
- Launch of Southern Railway key smartcard and London network