

Board meeting
03.06.14

Secretariat memorandum

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Agenda item: 7
LTW468
Drafted: 20.05.14

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 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.

Organisation/Individual	Notes	Relevant Officers and Members	Date (chronological)
Travel Demand Management Board, including Network Rail, TfL, train operating companies, Department for Transport	Tour de France, ticketing and communications around London Bridge works	Policy Officer	18.03.14
Department for Transport	Bilateral meeting on the progress of the franchise process since resumption	Director, Policy and Investigation, Policy Officer	21.03.14
Leon Daniels, MD Surface Transport, Transport for London; Marcus Habley, Government Relations Manager, TfL; Matt Winfield, External Affairs Manager, TfL	Cashless buses, social needs transport, roads task force, response to London Assembly bus scrutiny	Chair; Chief Executive; Policy Officer	24.03.14
Association of Train Operating Companies	Bilateral meeting including ticketing issues such as 'smart' tickets and ticketing for London Bridge during building works	Chief Executive; Director, Policy and Investigation, Policy Officer	28.03.14
Val Shawcross AM	Assembly member business plan input meeting	Chair; Chief Executive	28.03.14
Isabel Dedring, Deputy Mayor; Peter Hendy, Transport Commissioner; Vernon Everitt, MD, Customer Experience, Marketing and Communications; TfL	Wide ranging informal discussion including rail devolution, franchising, HS2 and London TravelWatch research.	Chair; Chief Executive; Director, Policy and Investigation	01.04.14
Heidi Alexander MP	Southeastern performance	Chair; Chief Executive	02.04.14
Chiltern Railways	Bilateral meeting including performance, capacity and options for joint working	Director, Policy and Investigation, Policy Officer	03.04.14
Southeastern	Bilateral meeting including performance, direct award, timetabling and London Bridge	Director, Policy and Investigation, Policy Officer	04.04.14
Southern Railways	Bilateral meeting including timetable changes, performance, Thameslink and East Croydon	Director, Policy and Investigation, Policy Officer	07.04.14
Caroline Pidgeon AM; Mark Roberts, Executive Director, Greater London Authority	Assembly member business plan input meeting	Chair; Chief Executive	08.04.14
Roger Evans AM	Assembly member business plan input meeting	Chair; Chief Executive	08.04.14

Organisation/Individual	Notes	Relevant Officers and Members	Date (chronological)
Department for Transport – Including address by Rt Hon Patrick McLoughlin MP, Secretary of State for Transport and senior civil servants	Rail industry day, with presentation for new and incumbent operators, along with industry partners	Chief Executive (part), Director, Policy and Investigation, Policy Officer	09.04.14
Travel Demand Management Board, including Network Rail, TfL, train operating companies, Department for Transport	Tour de France on hotspots, ticketing, London Bridge re-routeing advice	Policy Officer	15.04.14
Vernon Everitt, MD Customer Experience, Marketing and Communications, TfL	Including update on TfL website, accessibility initiatives and hotspots	Chair; Chief Executive; Casework Manager; Communications Officer	16.04.14
Premium Credit Ltd	Re annual travel card loans	Chair; Director, Policy and Investigation	22.04.14
John McNulty	General discussion on interchange issues	Chief Executive, Director, Policy and Investigation; Policy Officers	23.04.14
First Great Western - Sue Evans, Director of Communications and Andrew Penrose, General Manager - East	Bilateral meeting including Crossrail Reading extension, franchise direct award, Oyster extension to Gatwick and Slough	Director, Policy and Investigation, Policy Officer	24.04.14
First Capital Connect – David Statham MD and Larry Heyman, Integration and Partnerships Manager	Bilateral meeting including franchising, timetabling, reliability and Thameslink programme	Chief Executive; Director, Policy and Investigation	25.04.14
Network Rail and South West Trains	Discussion on London TravelWatch aspirations for the SWT Direct Award Franchise Extension	Director, Policy and Investigation, Policy Officer	01.05.14
Network Rail - Dave Ward, Route MD for Anglia and London and Nicky Hughes, Head of Communications for London and the Southeast	Quarterly meeting including engineering work on Thameslink line and London Bridge, TDM, resilience, litter removal and performance	Chief Executive, Director, Policy and Investigation, Policy Officer	02.05.14
Stagecoach/Virgin	Meeting to discuss London TravelWatch aspirations for the new East Coast franchise	Director, Policy and Investigation, Policy Officer	08.05.14

Organisation/Individual	Notes	Relevant Officers and Members	Date (chronological)
Leon Daniels, MD Surface Transport, TfL	Including impact on surface transport of Underground strikes, roads task force, buses, cycling and Elephant & Castle consultation	Chair; Chief Executive; Policy Officer	08.05.14
Mary Creagh MP, Shadow Transport Minister	Introductory meeting	Chair; Chief Executive	13.05.14
Travel Demand Management Board, including Network Rail, TfL, train operating companies, Department for Transport	Tour de France, tall ships race, London Bridge ticketing, London Bridge August blockade	Chief Executive	13.05.14
Crossrail - Howard Smith, Operations Director; Nick Arthurton, Operations Planning and Mobilisation; Carolyn Agocs, Senior Stakeholder Engagement Manager	Bilateral meeting including rolling stock procurement, long and short term plans, and serving Heathrow T5	Chief Executive, Director, Policy and Investigation, Policy Officer	19.05.14
Baroness Susan Kramer Minister of State for Transport, Rosa Estevez (Private Secretary), Thomas Ashe (Private Secretary to Stephen Hammond MP Parliamentary Under Secretary), Rupert Furness Head of London Transport Policy DfT, Jamie Graves Policy Advisor London Transport Policy DfT.	Accessibility, rail devolution, franchising	Chair; Chief Executive; Director, Policy and Investigation	20.05.14