

Board meeting
15.10.13

Secretariat memorandum

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Agenda item: 10

LTW446

Drafted: 01.10.13

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 for London TravelWatch.

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)
South West Trains	Arthur Pretorius, Deputy Customer Services Director	General performance, London TravelWatch research	Director, Policy and Investigation; Policy Officer	22.07.13
Southeastern	Charles Horton, Managing Director; Sarah Boundy, Head of Communications and Publicity	Performance, Oyster retailing, London TravelWatch research	Director, Policy and Investigation; Policy Officer	24.07.13
Department for Transport	John McQuarrie	South Eastern four year franchise extension	Director, Policy and Investigation; Policy Officer	26.07.13
c2c	Julian Drury, Managing Director	General performance, London TravelWatch research, smart ticketing,	Director, Policy and Investigation; Policy Officer	26.07.13
Southern	Chris Burchell, Managing Director; Alex Foulds, Commercial Director	Disruption, performance, London Bridge/Victoria reconstruction, model stations, ticketing, London TravelWatch research	Chief Executive; Director, Policy and Investigation	29.07.13
Association of Train Operating Companies	Michael Roberts, Chief Executive; Peter Twigg, Head of London Support	Franchising, Network Rail, fares and ticketing, London TravelWatch research and best practice guides	Chief Executive; Director, Policy and Investigation	30.07.13
London Midland	Patrick Verwer, Managing Director Francis Thomas, Head of Communications	Strategic changes, performance, London TravelWatch research, key ticketing issue from casework	Chief Executive, Director, Policy and Investigation	01.08.13
Crossrail	Howard Smith, Director of Operations	General progress, accessibility, ticketing, ongoing engagement, London TravelWatch research	Chief Executive; Director, Policy and Investigation; Policy Officer	01.08.13
First Capital Connect	David Statham, Managing Director Seumas Skinner, Media and Stakeholder Manager	Strategic changes, Performance, smart ticketing, customer service standards, London TravelWatch research	Chief Executive; Director, Policy and Investigation; Policy Officer	14.08.13
Travel Demand Management Board	Vernon Everitt, MD TfL; Dave Ward, MD London Co-ordination; and range of senior representatives of TOCs /DfT	London TravelWatch expectations of TDM Board, programme development, communications campaigns for London Bridge and Northern Line, upcoming events	Chair; Chief Executive	03.09.13
London Overground	Peter Austin, Managing Director	Performance, updates on various station issues, 5 car exten	Chief Executive; Director, Policy and Investigation; Policy Officer	03.09.13

Organisation	Individuals	Notes	Relevant Officers and Members	Date (chronological)
Transport for London	Vernon Everitt, Managing Director, Marketing and Communications; Shashi Verma, Director of Customer Experience; Helen Deakin, Strategic Communications Officer	<i>Value for money on London's transport services: what consumers think.</i> Discussion of our research findings and TfL's initial response	Chief Executive; Director, Policy and Investigation	04.09.13
British Transport Police	Deputy Chief Constable Paul Crowther	BTP restructure, performance targets, rail suicide reduction work	Chair; Chief Executive	06.09.13
South West Trains	Tim Shoveller, Managing Director; Arthur Pretorius, Deputy Customer Service Director	Capacity enhancement work, TVMs, London TravelWatch research	Chief Executive; Director, Policy and Investigation	09.09.13
Transport for London	Leon Daniels, Managing Director Surface Transport; Marcus Hobley, Surface Government Relations Manager; Helen Deakin, Strategic Communications Officer	TfL funding to support local bus priority measures, cycling strategy, Dial a Ride, pavement obstructions, cashless buses, bus cleaning regimes	Chair; Chief Executive; Policy Officer	16.09.13
Southeastern	Charles Horton, Managing Director; Alison Nolan, Media Relations Manager	TDM Board, Hither Green incident, franchise extension, autumn/winter preparation, London TravelWatch research	Chief Executive; Director, Policy and Investigation; Policy Officer	16.09.13
Transport for London	Mike Brown, Managing Director, London Underground and London Rail; Jon Fox, Acting Director London Rail, Melanie Couldrey, Senior Stakeholder Engagement Manager, Carolyn Agocs, Senior Stakeholder Engagement Manager Rail, Helen Deakin, Strategic Communications Officer	TfL and National Rail franchising issues, ticket vending machines, Crossrail station accessibility, British Transport Police regional structure	Chair, Chief Executive; Director, Policy and Investigation	18.09.13
First Great Western	Sue Evans, Head of Communications	Performance, stranded trains, London TravelWatch research	Director, Policy and Investigation; Policy Officer	20.09.13

Organisation	Individuals	Notes	Relevant Officers and Members	Date (chronological)
Transport for London	Vernon Everitt, Managing Director, Customer Experience, Marketing and Communications; Helen Deakin, Strategic Communications Officer, Stuart Reid, Travel Demand Management Programme Manager	Update on future ticketing, TfL accessible transport plan, website changes, <i>Every journey matters</i> public marketing, role of London TravelWatch in the Travel Demand Management Board	Chief Executive; Casework Manager, Communications Officer	24.09.13
London Assembly	Darren Johnson, Chair of London Assembly; Valerie Shawcross, Chair of Transport Committee; and various officers	Role and work of London TravelWatch, including business plan and budget bid for 2014-15.	Chair; Deputy Chair; Chair of Policy Committee; Glyn Kyle Board member; Chief Executive; Director, Policy and Investigation, Communications Officer; Executive Assistant	8.10.13
Southern	Chris Burchell, Managing Director; Alex Foulds, Commercial Director	Performance, London Bridge/Victoria reconstruction, Christmas / New Year closures, Gatwick Airport Station, smart ticketing, London TravelWatch research	Chief Executive; Director, Policy and Investigation; Policy Officer	8.10.13

In addition to the strategic meetings outlined above, the Chief Executive has been involved in several activities including the following:

- Meeting to discuss possible inclusion of London in the National tram passengers survey – with representatives from Passenger Focus and TfL – 21.08.13
- Judging London Bus Awards – 06.09.13
- Attending TfL / Network Rail Legacy networking event – 10.09.13
- Attending Kings Cross Square grand opening – 26.9.13
- Attending Office of Rail Regulation introductory meeting re Consumer Expert Panel – 27.9.13
- Attending launch of Government's Rail Fares and Ticketing Review by Secretary of State – 9.10.13