
Secretariat memorandum

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Agenda item: 6

CAC002

Drafted: 01.03.11

Actions taken

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 members consider the actions listed here in the context of case-specific workload of the Casework team.

3 Information

- 3.1 The Director, Research & Development, has issued the tender for research on incomplete journeys on Oyster. The deadline for response was 1 March.
- 3.2 The table attached at Annex A contains a list of actions taken for information. Details of specific actions may be requested via the listed contact. Ongoing meetings with contractors regarding support issues for the Casework database are not included in the table.

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.

Annex A – Consumer Affairs Action Taken CAC002

Organisation	Individuals	Notes	Relevant Officers and Members	Date (chronological)
TfL Customer Service Relations	Andrew Chillingsworth and James McKinnon	Regular liaison meeting	Casework Manager	11.11.10
Oyster Team at Albany House	Julie Hayley and Matt Winfield	To discuss Oyster issues	Director of Public Liaison, Casework Manager	22.11.10
TfL Surface Transport	David Brown, MD		Chair, Chief Executive	22.11.10
Southeastern	Charles Horton, MD		Director of Research & Development, Senior Policy Officer	24.11.10
Eurostar	Richard Morris and Seth, Eurostar; Tunde Olatunji and Chris Irwin, Passenger Focus	To discuss progress made on Garnett-Gressier recommendations in relation to dealing with disruption	Director, Public Liaison	03.12.10
First Capital Connect	Neal Lawson, MD		Chair	07.12.10
Transport for London	Andrew Chillingsworth and Maria La Tegola	To discuss outstanding cases and issues	Casework Manager and Director, Public Liaison	10.12.10
TfL London Underground/ London Rail	Mike Brown, MD		Chair, Chief Executive	16.12.10
Southern	Chris Burchell, MD		Chair, Chief Executive	21.12.10/ 24.02.11
South West Trains	Andy Pitt, MD		Chief Executive, Policy Officer	22.12.10
London Midland	Mike Hodson, MD	Regular update meeting	Chief Executive, Director of Research & Development	10.01.11
Office of Rail Regulation	Anna Pollard and Abigail Grenfell, ORR and Mike Hewitson, Passenger Focus	To discuss implementation issues from EU Passenger Rights Obligations	Director, Public Liaison	11.01.11
Southern	Rachel Phillips and Mona Marvani	To discuss new call centre, new case management process and outstanding cases	Casework Manager and Director, Public Liaison	11.01.11
London Overground	Steve Murphy, MD		Chair, Director of Research & Development	12.01.11

Organisation	Individuals	Notes	Relevant Officers and Members	Date (chronological)
c2c	Julian Drury, MD		Chief Executive	13.01.11
Outlook Research	Representatives from Passenger Focus and First Group	Attended focus group on joint research with Passenger Focus on passenger charters	Director, Public Liaison and Director, Research & Development	17.01.11
Office of Rail Regulation	Meeting of the Forum of Consumer Experts	To discuss passenger information requirements, Network Rail's periodic review and ORR's consumer programme	Director, Public Liaison	24.01.11
British Transport Police	Andrew Trotter, Chief Constable		Chief Executive	31.01.11
Passenger Focus	Colin Foxall, Chair, and Anthony Smith, CE		Chair, Vice Chair, Chief Executive	02.02.11
Outlook Research	Representatives from Passenger Focus and First Group	Research de-briefing	Director, Public Liaison	09.02.11
Department for Transport	Michael Dollin and Andrew Johnson, DfT and representatives from Passenger Focus	Briefing on fares baskets and regulation issues	Director, Public Liaison	11.02.11
TfL Stakeholder Relations	Simon Mouncey	To discuss options for changes to the appeal process for buses	Director of Public Liaison and Casework Manager	14.02.11
South West Trains	Phil Berry	To look at call centre, case management systems and old cases	Casework Manager	22.02.11
Eurostar	Nicolas Petrovic, CEO and Seth Williams		Chief Executive Director of Public Liaison	23.02.11