
Secretariat memorandum

Author : Bryan Davey

Agenda item 5

CA022

Drafted 13.10.09

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 Recommendations

- 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 table attached at Annex A contains a list of actions taken for information. Details of specific actions may be requested via the listed contact.

4 Casework Software Procurement

- 4.1 The new casework software went live on ^t October 2009. In the run up to this, a significant number of project meetings took place, primarily involving the Director, Public Liaison. User training took place in the run up to the go live, and ongoing meetings have taken place with the project manager and account manager since that time to resolve teething problems.

5 Equalities and inclusion implications

- 5.1 This report poses no specific equalities and inclusion implications for London TravelWatch.

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.

- 6.2 No specific financial implications for London TravelWatch arise from this report.

Annex A – Consumer Affairs Action Taken CA022

Item with web reference where appropriate	Action taken	Notes / level of response	Relevant Officers and Members	Date (chronological)
Passenger Rights	Meeting with Mike Hewitson and Chris Irwin, Passenger Focus	Meeting to discuss strategy for responses to passenger rights consultations	Director, Public Liaison and Safety & Policy Advisor	7.10.09
Public Carriage Office (PCO) complaints handling	Met the new Head of the PCO, who is to review their complaints handling process over the next few months and offered to brief members when he has done this.	Noted and added to possible future agenda items for the Committee pending agreement of Chair of the Committee and Lead Officer.	Chair of the Board and Streets and Surface Transport Officer	13.10.09
The Railway Forum European Rail Policy Seminar	Attended seminar on behalf of London Travelwatch	The seminar considered revision of the 3rd Package; interoperability and technical standards; passenger rights and ticketing issues and open access.	Director, Public Liaison	15.10.09
DfT European Rail Policy Forum	Meeting attended on behalf of London TravelWatch	Update on progress of European passenger rights issues	Director, Public Liaison	20.10.09
Office of Rail Regulation	Meeting with Bill Emery (Chief Executive) & Ken Young (Director of External Relations)	Outlined consumer rights issues being pursued (provision of information at point of sale; information on disruption and advertising of discounted fares) and other ongoing issues	Chief Executive, Director, Public Liaison and Director, Research & Development	21.10.09
Association of Train Operating Companies (ATOC)	Meeting with Andrew Robertson (Head of Marketing) & Peter Twigg (Head of London & South East Support), ATOC	Discussion of communications plan for proposal to extend Oyster on National Rail and introduction of Oyster Extension Permits	Director, Public Liaison and Director, Research & Development	28.10.09
Passenger Rights	Response to DfT consultation	See Agenda Item	Director, Public Liaison	3.11.09

Item with web reference where appropriate	Action taken	Notes / level of response	Relevant Officers and Members	Date (chronological)
Transport for London (TfL) complaint handling	Meeting with Beverley Hall, Ian Henderson, Matt Winfield and Simon Mouncey, TfL	Discussion in preparation for Board Meeting	Chief Executive and Director, Public Liaison	6.11.09
European Passengers Federation & Eurostar Annual Meeting	Meeting with Tony Deighan and Seth Williams (Eurostar)	Discussion on future services and stopping patterns; interchange issues and changes to compensation policies in the light of the EU Third Railway Package	Chief Executive and Director, Public Liaison	6.11.09
Visit to Oyster operations	Tour of operations centre and Oyster Helpline	Future challenges of Oyster integration on National Rail and river services	Chief Executive, Director, Public Liaison, Chair of the Board, Deputy Chair, Sarah Pond, David Leibling, John Hunt and Margaret Croucher	13.11.09
Croydon Bus Surgery Event	Meeting with members of public	Analysis of issues arisen and feedback to operators	Simon Barnabas and Margaret Croucher	17.11.09