
Secretariat memorandum

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Agenda item: 6

LTW381

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Matters arising

1 Purpose of report

- 1.1. To record responses to or further information received on matters arising from previous meetings.

2 Recommendation

- 2.1. That the report is received for information

3 Information

- 3.1. The current position is set out in the accompanying table (Annex A). Updates for inclusion in this report are invited 5 working days in advance of the meeting, in writing to the Committee Services team, rather than in person at the meeting.

4 Equalities and inclusion implications

- 4.1. None – report is for information only.

5 Financial implications

- 5.1. None – report is for information only.

6 Legal powers

- 6.1. Section 248 of the Greater London Authority Act 1999 places upon London TravelWatch (as the London Transport Users Committee) a duty to consider - and where it appears to the Committee to be desirable, to make recommendations with respect to - any matter affecting the functions of the Greater London Authority or Transport for London which relate to transport (other than of freight). Section 252A of the same Act (as amended by Schedule 6 of the Railways Act 2005) places a similar duty upon the Committee to keep under review matters affecting the interests of the public in relation to railway passenger and station services provided wholly or partly within the London railway area, and to make representations about them to such persons as it thinks appropriate.

LTW 381 Annex A: Matters arising from previous London TravelWatch meetings

Key: Completed items are marked **Complete** All other items are ongoing.

Complete table of matters arising

No	Date	Minute	Action	Action owner	London TravelWatch owner	Status	Complete
1	06.07.10, 09.11.10 24.05.11	4 11 6.2	To further investigate the publishing of complaints data.	TfL	Committee Services	The first period of data to be subject to new reporting method will begin mid-November. The findings will be available for London TravelWatch's confidential review once cleared internally by TfL.	In progress
2	28.09.10 01.02.11 24.05.11	5.2 6.2 6.3	To continue to maintain pressure on the Mayor to ensure that access to healthcare is regarded as an important element of transport proposals.	London TravelWatch	Policy Officer, Streets & Surface Transport	The Streets & Surface Transport Policy Officer met TfL's strategic planning team on 7 June and will be engaging with them on their Accessibility Implementation Plan.	Complete
3	01.02.11	7	To contact David Brown's office for a response in relation to the issue of motorcycles in bus lanes.	London TravelWatch	Streets and Surface Transport Policy Officer	This was considered at the Transport Services committee on 06.07.11.	Complete
4	01.02.11	9	To present London TravelWatch's findings on the draft development plan for the Chiltern route to Assembly members and to facilitate a meeting between Network Rail, Chiltern Railways and Transport for London to discuss the issues raised in the RUS.	London TravelWatch	Director, Research & Development	The Director, Research & Development, is currently producing London TravelWatch's development plan for the Chiltern routes and will seek the meeting when this is complete.	In progress

No	Date	Minute	Action	Action owner	London TravelWatch owner	Status	Complete
5	22.03.11	11	To register London TravelWatch's concern about London Midland's proposal to install new card-only (no cash) ticket vending machines at its stations.	London TravelWatch	Director, Research & Development	This was considered at the Consumer Affairs committee on 15.06.11.	Complete
6	22.03.11	12	To report on redress when pedestrians trip or fall on pavements on the TLRN and on the likely condition of pavements in future. To research further the systems for reporting problems within TfL, including whether reference numbers were issued. To consider whether there should be more information on the London TravelWatch website about this issue.	London TravelWatch	Streets & Surface Transport Policy Officer	A meeting with TfL streets maintenance officers is still being pursued to discuss these issues.	In progress
7	22.03.11 24.05.11	13 6.5	To research proposed alterations to the Metropolitan line.	London TravelWatch	Director, Research & Development	The information has been received and London TravelWatch has responded to London Underground's consultation.	Complete
8	24.05.11	5	To review Caroline Pidgeon AM's reply from TfL in relation to her concerns about its use of a non-geographic telephone number.	London TravelWatch	Committee services	Information on this has been sought from TfL.	In progress

No	Date	Minute	Action	Action owner	London TravelWatch owner	Status	Complete
9	24.05.11	6.1	To hold a passenger event at a south-west London venue affected by Northern line closures.	London TravelWatch	Communications Officer	Awaiting further information about timetable of Northern line closures before finalising date and venue.	In progress
10	24.05.11	6.4	To improve take-up of the Job Seekers Allowance concessionary fares scheme by writing to Darra Singh, the Chief Executive of Jobcentre Plus, lobbying TfL to work closely with the Department for Work and Pensions to improve take-up and identify local media opportunities where appropriate.	London TravelWatch	Communications Officer	Work on this is ongoing.	In progress
11	24.05.11	8	To publish questions from the Peter Hendy Q&A on the London TravelWatch website.	London TravelWatch	Committee services	This is included in the minutes of the Board meeting of 24.05.11.	Complete
12	24.05.11	8.6	To consider accessibility signage at stations and on Underground maps.	London TravelWatch	Committee services	This has been included in the future work planning programme.	Complete
13	24.05.11	8.7	To arrange a visit to TfL's roads control centre to view active roads management.	London TravelWatch	Streets & Surface Transport Policy Officer	This took place on 06.06.11.	Complete
14	24.05.11	9	To comment on Network Rail's planning application for London Bridge station.	London TravelWatch	Director, Research & Development	This will take place once the application is submitted.	In progress

No	Date	Minute	Action	Action owner	London TravelWatch owner	Status	Complete
15	24.05.11	C1	To feed back to members on tweeting at Board meetings.	London TravelWatch	Communications Officer	An email has been sent to members on this subject.	Complete
16	24.05.11	C2	To submit unanswered questions from Board meeting to TfL for consideration.	London TravelWatch	Committee services	TfL has taken further some specific complaints made by members of the public and other questions are under consideration.	Complete