

Board meeting 24.01.12

Secretariat memorandum

Author : Sharon Malley

Agenda item: 6

LTW394

Drafted: 16.01.12

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 five 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 394 Annex A: Matters arising from previous London TravelWatch meetings

No	Date	Minute	Action	Action owner	London TravelWatch owner	Status	Complete
1	06.07.10 09.11.10 24.05.11 12.07.11 27.09.11	4 11 6.2 6.1 6.1	To further investigate the publishing of complaints data.	TfL	Executive Assistant	The publication date for complaints data is delayed.	In progress
2	22.03.11 15.11.11	12 6.1	Report on redress when pedestrians trip on pavements on the TLRN and on likely condition of pavements in future. To consider whether there should be more information on the London TravelWatch website about this issue. To confirm position relating to issuing reference numbers.	London TravelWatch	Policy Officer	A meeting with TfL streets maintenance officers is still being pursued to discuss the other issues.	In progress
3	24.05.11 17.09.11	5	Welcome Caroline Pidgeon AM's concerns about TfL's use of a non-geographic telephone number and to seek, if possible, a copy of TfL's response to her.	London TravelWatch	Executive Assistant	This has been circulated to members.	Complete
4	12.07.11. 27.09.11	6.6 6.3	To publish the answers to the unanswered questions put to Peter Hendy at the May Board meeting.	London TravelWatch	Executive Assistant	These questions have been answered and put on the website.	Complete

No	Date	Minute	Action	Action owner	London TravelWatch owner	Status	Complete
5	27.09.11	7	Report to next meeting of Transport Services committee on potential work to be based on information on bus patronage figures.	London TravelWatch	Executive Assistant	While the bus patronage figures provide useful evidence when reaching conclusions about bus provision, officers do not believe it would be helpful to examine them as an individual item.	Complete
6	27.09.11	10	Provide members with more detailed proposals for passenger engagement events at Tooting and Southall and propose further events for the new year.	London TravelWatch	Communications Officer	Venues have been sought in south London for the Northern line event, which will now take place in 2012. Details will be provided closer to the time.	In progress
7	15.11.11	5	Investigate potential use of the Helpline Association's new free-from-mobiles number for Transport for London's complaints handling function.	London TravelWatch	Executive Assistant	The Helpline Association's number can only be used for the provision of certain categories of information and this excludes TfL's complaints handling.	Complete
8	15.11.11	5	Seek a response from Network Rail about concerns that certain rail infrastructure was subject to failure at temperatures above 30 degrees.	Network Rail	Director, Policy & Investigation	Response received 16.11.11. Situation will be kept under review throughout 2012.	Complete
9	15.11.11	8	Revise the report on transport-led regeneration and circulate it to relevant MPs, Assembly members, Council officers and user groups.	London TravelWatch	Director, Policy & Investigation	Report completed and circulated.	Complete