
Secretariat memorandum

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Agenda item: 6

LTW399

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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 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 399 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	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	Passenger engagement event took place on 10.03.12 in Tooting. A verbal update will be given at the meeting, if required.	In progress
4	24.01.12	4	Circulate copies of Passenger Focus document on West Coast Main Line to members.	London TravelWatch	Executive Assistant	This document has been circulated.	Complete
5	24.01.12	8	TfL to report back to London TravelWatch on TfL's use of fixmytransport and its use of the Data Protection Act.	TfL	Executive Assistant	Information on this has been sought from TfL.	In progress

No	Date	Minute	Action	Action owner	London TravelWatch owner	Status	Complete
6	24.01.12	9	Discuss further with TfL the findings of London TravelWatch's research into London Underground ticket office staffing, including potentially reviewing TfL's own mystery shopping research.	London TravelWatch	Director, Policy & Investigation	A further meeting with London Underground has been held and this issue will remain under review.	In progress
7	24.01.12	10	Write to the Department for Transport about its concerns relating to the impact for London of the High Speed 2 rail link.	London TravelWatch	Director, Policy & Investigation	Ongoing.	In progress
8	24.01.12	12	Consider circulating London TravelWatch's report of TfL's performance to MPs and Assembly members.	London TravelWatch	Policy Officer	The report had been circulated in the past and this will continue in the future.	Complete
9	24.01.12	C2	Include the issue of extending Oyster beyond London on future agenda planning.	London TravelWatch	Executive Assistant	The action is on the agenda planning programme.	Complete