
Secretariat memorandum

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Agenda item: 6

LTW403

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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.

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	TfL is currently compiling figures for the year 2011-12 and will publish them following the May London election.	In progress
2	22.03.11 15.11.11 27.03.12	12 6.1 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 this. The wording for the website is being finalised and will be uploaded in due course.	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	As outlined in the report to the Board of 29.05.12, the decision about future passenger engagement events will be based on strategic priorities (bus, outer London, social deprivation, interchanges) and relevant external events (eg train or tube line closure), with regard also to demographics and transport modes.	Complete

No	Date	Minute	Action	Action owner	London TravelWatch owner	Status	Complete
4	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
5	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	Members and staff are now advised to report problems at ticket offices through the members' enquiry system. This work is now absorbed within the business plan.	Complete
6	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	Several issues relating to HS2 have been raised with the DfT and a meeting is being sought to discuss these.	In progress