
Secretariat memorandum

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Agenda item: 6

LTW457

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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	London TravelWatch owner	Status	
1	29.10.13	1	Organise visits to venues such as the Transport for London control centre, relevant local train operating companies' control centres and the Network Rail centre at East Croydon.	Executive Assistant	A visit to the TfL Contact Centre (for Oyster enquiries) is due to take place on 14 January. Arrangements will then begin in relation train companies' control centre.	In progress
2	07.05.13	9	Produce evidence of how community engagement work contributes to objectives including analysis of costs and benefits involved. This should be completed when the prioritisation criteria has been established.	Communications Officer	This will be discussed as part of the Communications Strategy at the Board meeting on 14 January.	Complete
3	07.05.13 23.07.13	9 6, 13	Complete two transport users' engagement events as budgeted during 2013-14, structuring them in such a way as to maximise learning and future resource planning. Circulate dates as soon as possible.	Communications Officer	Event at Bexleyheath took place on 30 October 2013. The feedback report will be circulated shortly. Arrangements are underway for an event in Enfield Town in February/March 2014.	In progress
4	15.10.13	9	Begin discussion with TfL about improving their performance targets.	Policy Officer	We have had a meeting and will follow up the work on bus targets (overcrowding, reliability and journey time) through the London Assembly bus scrutiny work.	In progress
5	15.10.13	10	Consider adding information about right time arrivals for London Overground to the TfL performance report.	Policy Officer	This will be considered for the next performance report.	In progress

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6	15.10.13	10	Consider increasing analysis of Cycle Hire scheme usage through like-for-like comparisons, adding trends by season and monitoring miles travelled per bike, in the TfL performance report.	Policy Officer	This information has been sought but can be difficult to obtain. Officers are continuing to investigate how best to include it in the performance reports.	In progress
7	15.10.13	C3	Update report on passenger priorities on the Underground and publish to stakeholders.	Policy Officer	Report has been published and is included on the November Board agenda.	Complete
8	15.10.13	C3	Discuss London TravelWatch's views on TfL's research with TfL when it commissions its next round of research.	Director, Policy and Investigation	This will be raised as and when appropriate.	In progress
9	26.11.13	8	Publish research on London Underground passenger priorities.	Policy Officer	Report has been published.	Complete
10	26.11.13	C3	Members to comment on research on passenger attitudes to the travelling environment; officers to amend report and publish.	Members; Policy Officer; Communications Officer	Report has been amended in line with members' comments and final version will be published at meeting on 14 January 2014.	Complete
11	26.11.13	C3	Write to Dave Ward to thank him for attending the Board meeting and highlighting London TravelWatch's key issues.	Director, Policy and Investigation	The Director, Policy and Investigation, has written to Mr Ward.	Complete
12	26.11.13	C3	Copy the letter about accessibility written to Baroness Kramer to Dave Ward.	Chief Executive	The Director, Policy and Investigation, has written to Mr Ward.	Complete
13	26.11.13	C3	Seek a briefing at Board level on integration of night bus and night tube services.	Executive Assistant	This has been requested and is pencilled in for later in 2014.	Complete