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**Secretariat memorandum**

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Agenda item: 6

LTW499

Drafted: 29.06.15

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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	15.07.14	12	Chief Executive and Communications Officer to meet the Board communications champion to progress design of next Annual Review.	Communications Officer	The Annual Review has been printed and copies will be available at the meeting.	<b>Complete</b>
2	09.12.14	6	Organise visits to Kings Cross St Pancras station control room, Bank station and City Airport.	Executive Assistant	Members have visited Victoria station and some outer London interchanges. Other visits will be arranged in due course.	<b>In progress</b>
3	09.12.14	6	Prepare interim report on London Underground ticket office closures focusing on most important for early in 2015.	Director, Policy and Investigation	Members agreed that London TravelWatch is now in the monitoring phase of this work and no further written reports are scheduled in the short term. This work strand has now been absorbed into the overall work programme.	<b>Complete</b>
4	09.12.14 17.03.15	8 6	Produce briefing document for incoming transport minister following 2015 election. Circulate to members by email for comment.	Director, Policy and Investigation	Meetings are being arranged with Lord Ahmad (London Transport Minister), Claire Perry (Rail Minister) and Robert Goodwill (DfT officer for airports).	<b>In progress</b>

No	Date	Minute	Action	London TravelWatch owner	Status	
5	27.01.15 17.03.15	6 9	Write to London Underground on access to monitoring research relating to changes to ticket office changes.	Director, Policy and Investigation	The letter has now been superseded as officers have met TfL to discuss their current market research. They have also accompanied a London Underground mystery shop and observed training for new ways of selling tickets, including feeding back suggestions for improvement.	<b>In progress</b>
6	12.05.15	7	Write to Jeff Halliwell, copied to DfT and London Assembly, to set out background and current position relating to closer working between London TravelWatch and Transport Focus.	Executive Assistant	This letter will be sent in advance of the meeting with Jeff Halliwell and Anthony Smith in early September.	<b>In progress</b>