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**Secretariat memorandum**

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Agenda item: 10

LTW534

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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	19.07.16	7	Chase David McNeill for update on TfL's position in relation to booking assistance with travel on London Underground services.	Director, Policy and Investigation	Response received from David McNeill (attached below).	<b>In progress</b>
2	19.07.16	7	Review contact details provided on transport operator websites and, if this reveals any problems, consider writing to the Office of Rail and Road about the need for operators to include their own phone numbers on websites.	Casework Manager/ Director, Policy and Investigation	This is regularly reviewed and problems are addressed whenever they are identified.	<b>In progress</b>
3	19.07.16	7	Consider whether it would be useful to speak to clerk of Transport Select Committee about possibility of an enquiry into devolution.	Communications Manager	Other avenues regarding devolution are currently being pursued but this will remain under consideration as an option.	<b>Complete</b>
4	19.07.16	7	Ask GTR about timetable for ticket office closure programme at forthcoming meeting.	Director, Policy and Investigation	GTR has provided an update on this item	<b>Complete</b>
5	19.07.16	C3	Consider TfL's approach to bus station management at a future meeting.	Executive Assistant	This has been included on forthcoming agenda planning document.	<b>Complete</b>

Tim

We'll look into it certainly. I'm sure you'll guess that I have some serious concerns about this idea.

It runs counter to our whole philosophy on accessibility. We believe we must work to an operating principle that our disabled customers should be able to have the same expectations of our services as every other customer. Where that is not possible then we put our efforts into narrowing the differences in customer experience as much as we can. We want the additional help we offer to our disabled customers to be something they take for granted as a baseline service level - not something they have to apply for or thank us for.

The whole concept of 'Passenger Assist' is on our view a flawed model, which we rejected years ago and one we get rid of when lines are devolved to us.

There's a risk too that we send a confusing message to our customers, 'we offer a turn up and go service, but better be safe than sorry, book 24 hours in advance just to be sure'.

There's another practical issue linked to this point. The simplicity of the turn up and go promise to customers has to be backed up with an equally simple set of expectations on our staff, backed up with training, clear management and guidance. We know from experience that we don't help our staff help our customers by sending them mixed messages. If there are problems on our network in delivering our promise, Passenger Assist is not the answer.

Finally, the idea lets NR and the TOCs off the hook. This is about their handover once the passenger passes through their gate line. This again risks London fare payers subsidising the weaknesses of other operators. The historic pattern being the more we mitigate their weaknesses, the more they retreat from a commitment to improve. As always, we be happy to work with them to improve their offer to disabled customers.

I'll just all to colleagues and get back to you next week.

Best wishes

David