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**Secretariat memorandum**

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Agenda item: 5

PC001

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Matters Arising

**1 Purpose of report**

- 1.1. To record matters arising from previous meetings of the Consumer Affairs and Transport Services committees and give progress on their resolution.

**2 Recommendation**

- 2.1. That the report is received for information.

**3 Information**

- 3.1. The table at Annex A indicates the current position in relation to matters arising from previous meetings of the Transport Services and Consumer Affairs committees.
- 3.2. Updates for inclusion in this report were 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 Legal powers**

- 5.1. 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.

**6 Financial implications**

- 6.1. None – report is for information only.

No	Date	Minute	Action	London TravelWatch Owner	Status	Complete
1	13.10.10 13.03.12	5 5.1	Monitor progress on arranging a meeting with the Ministers of Health and Transport.	Director, Policy and Investigation	A meeting with Stephen Hammond took place on 6 March 2013 and was reported to the Board on 19.03.13. Regular meetings are due to form part of the workplan.	<b>Complete</b>
2	15.9.10 15.06.11 20.09.11 12.02.13	7 5.1 C2 5	Consider as part of next year's review of performance targets minor amendments to feedback questionnaire to enable more direct comparisons between London TravelWatch and Passenger Focus. To circulate the revised copy of the questionnaire to members.	Casework Manager	A report on changing the focus of complaint handling is on the agenda for this meeting.	<b>In progress</b>
3	12.02.13	7	Receive a written update on issues relating to ticket vending machines in August 2013.	Executive Assistant	This will be sought closer to the time.	<b>In progress</b>
4	12.02.13	8	Contextualise, as far as possible, the complaints figures in the Casework Report by reference to the number of journeys carried by each operator	Casework Manager	This will be considered for the next Casework Report.	<b>In progress</b>
5	12.02.13	C2	Invite the Department for Transport to update members following the government's announcement on fares and ticketing.	Executive Assistant	This has been added to the agenda forward planning programme.	<b>Complete</b>

No	Date	Minute	Action	London TravelWatch Owner	Status	Complete
6	12.02.13	C2	Write to the train operating companies setting out London TravelWatch's concerns relating to fares and ticketing. Write to the DfT to thank them for attending, explain the scope of London TravelWatch's research and offer any assistance that would be useful prior to the publication of their report on fares and ticketing.	Director, Policy and Investigation	We will take up the findings of research on fares and ticketing issues with separate meetings with the Department for Transport, the Association of Train Operating Companies, Transport for London and with individual operators as we meet them in our programme of regularly scheduled meetings. This will form part of our overall work plan.	<b>Complete</b>
7	12.02.13	C3	Consider possible media opportunities in relation to London TravelWatch's work on ticket vending machines.	Communications Officer	A press release was issued after the last Transport Services committee. There will be an opportunity for further publicity when our research on purchasing and journey experiences is publicised.	<b>Complete</b>
8	12.03.13	9	Consider amending the National Rail Performance Report to see longer-term trends to understand where problems were emanating.	Policy Assistant	This will be considered for the next National Rail Performance Report.	<b>In progress</b>
9	12.03.13	C2	Review data held on iBus system in relation to problems caused by buses short turning.	Executive Assistant	This has been added to the agenda forward planning programme.	<b>Complete</b>
10	12.03.13	C2	Review the performance of Tramlink in relation to its mark of 'good'.	Policy Assistant	This will be considered for the next National Rail Performance Report.	<b>In progress</b>
11	12.03.13	C2	Consider changing reporting of London Overground and moving into National Rail Performance Report in future.	Policy Assistant	This will be considered for the next National Rail Performance Report.	<b>In progress</b>

No	Date	Minute	Action	London TravelWatch Owner	Status	Complete
12	12.03.13	C3	Write to speakers on bus consultations to thank them for attending and calling for better consultation across TfL modes.	Director, Policy and Investigation	This has been done.	<b>Complete</b>