
Secretariat memorandum

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Agenda item: 5

PC005

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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 Policy committee.
- 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	15.9.10 15.06.11 20.09.11 12.02.13	7 5.1 C2 5	Consider as part of 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 will be considered at a future meeting of the Chair's Group.	In progress
2	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.	In progress
3	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.	In progress
4	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.	In progress
5	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.	In progress
6	12.03.13	C2	Consider changing reporting of London Overground and incorporating into National Rail Performance Report in future.	Policy Assistant	This will be considered for the next National Rail Performance Report.	In progress
7	23.04.13	C2	Circulate draft report on value for money research when available.	Director, Policy and Investigation	The research will be circulated when available.	In progress
8	23.04.13	C3	Submit comments on London TravelWatch's future transport initiatives document.	Members	This document has now been completed.	Complete