
Secretariat memorandum

Author: Sharon Malley

Agenda item: 5

PC012

Drafted: 29.07.13

Matters Arising

1 Purpose of report

- 1.1. To record matters arising from previous meetings of the Policy committee 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	Passenger Focus has recently amended its own feedback questionnaire and it is now unlikely that London TravelWatch's will be amended in a similar style. However, work is underway to make the feedback questionnaire suit London TravelWatch's needs better.	In progress
2	12.02.13	7	Receive a written update on issues relating to ticket vending machines in August 2013.	Executive Assistant	This issue has been added to the forward plan for consideration at a future meeting, if still appropriate.	Complete
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	Information about complaint levels for individual operators is included in the National Rail performance reports. The data relating to journey numbers cannot be disaggregated to match the data provided in the Casework report, so cannot be meaningfully added to the Casework report.	Complete
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 TfL 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

No	Date	Minute	Action	London TravelWatch Owner	Status	Complete
7	23.04.13	C2	Circulate draft report on value for money research when available.	Director, Policy and Investigation	This was considered at the Board meeting on 23 July 2013. The final published version has been circulated to members and appears on the agenda of the Policy committee in September 2013.	Complete
8	11.06.13	7	Seek commitments from TfL in relation to possible devolution of Southeastern and Greater Anglia rail networks in order to safeguard passengers.	Director, Policy and Investigation	London TravelWatch wrote to TfL with recommendations for safeguarding passengers, which were then adopted by TfL.	Complete
9	11.06.13	8	Write to members of Parliament in London to encourage their support in calling for the protection of TfL's funding in the forthcoming spending review.	Director, Policy and Investigation/Chief Executive	The letter to London MPs was sent on 11 June 2013.	Complete
10	11.06.13	C2	Raise with TfL Surface Transport concerns relating to Dial a Ride performance.	Director, Policy and Investigation/Chief Executive	This issue was raised with Leon Daniels at the Director-level meeting in June 2013.	In progress