
Secretariat memorandum

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Agenda item: 5

PC017

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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 10.09.13	7 5.1 C2 5 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	London TravelWatch's feedback questionnaire includes more questions and demographic data than that of Passenger Focus, making comparisons between the two difficult. Passenger Focus may be considering changes to their survey to bring it more into line with London TravelWatch's.	Complete
2	12.02.13 10.09.13	8 5	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	The available data relating to journey numbers shows all journeys per operator. It cannot be separated to show the number of journeys carried out inside and outside the London TravelWatch area.	Complete
3	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 was introduced in recent performance reports.	Complete
4	12.03.13	C2	Review the performance of Tramlink in relation to its mark of 'good'.	Policy Assistant	This was considered as part of the recent review of the TfL performance report.	Complete
5	12.03.13	C2	Consider changing reporting of London Overground and incorporating into National Rail Performance Report in future.	Policy Assistant	This was considered as part of the recent review of the TfL performance report.	Complete
6	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

No	Date	Minute	Action	London TravelWatch Owner	Status	Complete
7	10.09.13	6	Meet London Buses to discuss London TravelWatch's aim to make bus decision making more transparent.	Policy Officer	We have raised this issue at a recent meeting between us and TfL. We will continue to encourage TfL to explain their decisions more transparently. They have said that part of this will be more face to face meetings with stakeholders which we welcome.	Ongoing
8	10.09.13	7	Amend the report into unlawful obstructions on the highway in line with discussions and publish.	Policy Officer	The report Inclusive Streets was published on 18 November 2013. We will now start to engage with highway authorities and raise the issue where we can.	Complete
9	10.09.13	8/C4.1	Respond to the TfL consultation on removing the option to pay cash for bus fares, opposing the proposals on various grounds including concerns about vulnerable passengers and unacceptable pressures being put on drivers.	Director, Policy and Investigation	Response has been completed and submitted.	Complete
10	10.09.13	9	Consider in more detail problems relating to dispensing paid-for tickets from machines at stations.	Executive Assistant	This item is due to be considered at the Policy committee on 10 December.	Complete
11	10.09.13	10	Ask TfL to consider reformatting its new poster showing fares from individual stations into leaflet form.	Policy Officer	The request has been made.	Ongoing
12	10.09.13	10	Seek further opportunities to work with TfL to make use of its research data.	Director, Policy and Investigation	This has been incorporated in the work programme and business plan.	Complete
13	10.09.13	10	Include London Underground value for money information in the TfL performance report.	Policy Assistant	This has been included in the most recent performance report.	Complete

No	Date	Minute	Action	London TravelWatch Owner	Status	Complete
14	10.09.13	11	Seek information from Passenger Focus about separating NPS data for London metro services to get a snapshot of views in the London area.	Director, Policy and Investigation	This information has now been received. London TravelWatch is working on incorporating this into performance reports.	Ongoing
15	10.09.13	11	Work with Passenger Focus on stations that had never been surveyed for the NPS to check correlation between 'poor' and un-surveyed stations.	Director, Policy and Investigation	The Director, Policy and Investigation, has requested information on this from Passenger Focus and will take the issue forward when received.	Ongoing
16	10.09.13	C2	Refine the key messages of the research into passenger attitudes to the travel environment and publish.	Director, Policy and Investigation	Report has been completed.	Complete