
Secretariat memorandum

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Agenda item: 5

PC023

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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	12.02.13 10.09.13 10.12.13	8 5 6	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	Officers have included information on complaints per 100,000 journeys to give an indication of the relative performance of each operator.	Complete
2	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. Work is underway at TfL. The issue is recorded for consideration at a future meeting.	Complete
3	10.09.13	6	Meet London Buses to discuss London TravelWatch's aim to make bus decision making more transparent.	Policy Officer	As part of the London Assembly bus scrutiny, members identified bus consultation as an area for priority (alongside overcrowding).	Ongoing
4	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 a future meeting.	Complete
5	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
6	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, beginning with the report at this meeting.	Ongoing
7	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

No	Date	Minute	Action	London TravelWatch Owner	Status	Complete
8	10.12.13	6	Consider a report on London stations not surveyed as part of the National Passenger Survey.	Executive Assistant	This has been added to the forward agenda planning document.	Complete
9	10.12.13	7	Present Policy committee Key Activities in same format as for Board	Executive Assistant	This will be incorporated for the next meeting of the Policy committee.	Complete
10	10.12.13	8	Write to Val Shawcross AM in relation to London TravelWatch response to recommendations in the London Assembly bus scrutiny.	Policy Officer	The letter was sent on 16 December.	Complete
11	10.12.13	9	Respond to the consultation on the future of the Highways Agency.	Policy Officer	The response has been sent.	Complete
12	10.12.13	10	Amend the table showing response times in the Casework Report to highlight areas of concern.	Casework Manager	The report includes this information on this occasion, but a report on why this is not recommended for the longer term is due to be considered at the confidential part of this meeting.	Complete
13	10.12.13	11	Consider reviewing train operators' websites to see what references were made to London TravelWatch and its appeal role.	Casework Manager	This is part of ongoing casework workload. If issues are identified through this work we will report them to the committee.	Complete