

---

**Secretariat memorandum**

Author: Sharon Malley

Agenda item: 5

PC030

Drafted: 31.03.14

---

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	10.09.13	6	Meet London Buses to discuss London TravelWatch's aim to make bus decision making more transparent.	Policy Officer	The 2014/15 business plan includes development of plan to promote the interests of bus users and buses are on the agenda for the April policy committee. This action is now rolled into the ongoing work programme.	<b>Complete</b>
2	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.	<b>Ongoing</b>
3	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.	<b>Ongoing</b>
4	10.12.13 25.02.14	11 5	Consider reviewing train operators' websites to see what references were made to London TravelWatch and its appeal role.	Chief Executive	A small piece of background research in this area has been provided for in 2014/15 workplan.	<b>Complete</b>
5	25.02.14	5	Circulate to members copies of the letters written by London TravelWatch following the bus scrutiny and seminar.	Policy Officer	The letters have been circulated.	<b>Complete</b>
6	25.02.14	7	Respond to TfL consultation on future of Capital Call service to say that this should form part of a comprehensive review of door to door services, rolling in with the forthcoming review of Dial a Ride.	Director, Policy and Investigation	This response has been sent.	<b>Complete</b>

No	Date	Minute	Action	London TravelWatch Owner	Status	Complete
7	25.02.14	8	Increase the prominence on the London TravelWatch website of the Q3 National Rail performance report because of the additional analysis provided by the National Passenger Survey data.	Communications Officer	This will be done when the current changes to the website have settled down.	<b>Ongoing</b>
8	25.02.14	8	Clarify in the National Rail performance report that the National Passenger Survey data relates to the rail survey (rather than other modes) and that passenger satisfaction relates to specific journeys rather than train operating companies.	Policy Assistant	This will be incorporated in future reports.	<b>Complete</b>
9	25.02.14	10	Raise with the Association of Train Operating Companies the problem of the National Rail enquiries website describing fares as "cheapest available" when cheaper fares were available using Oyster.	Chief Executive	This has been done. ATOC have agreed to give more prominence to the wording showing that Oyster fares may be cheaper than those shown on the National Rail enquiries website.	<b>Complete</b>