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**Secretariat memorandum**

Author: Sharon Malley

Agenda item: 3

PC063

Drafted: 05.10.15

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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	15.04.14	5	Confirm with ATOC when they will amend the National Rail enquiries website to give more prominence to the wording showing that Oyster prices may be cheaper than the fares shown.	Chief Executive	See email from Arabella Nairne below.	<b>Complete</b>
2	16.09.14	11	Investigate whether information on right-time arrivals in the National Rail performance report can be more detailed, eg in relation to peak and off-peak services.	Policy Officer	The ORR have said that they will not be reviewing the data they produce until the next control period, which begins in 2019.	<b>Complete</b>
3	18.11.14	12	Consider revising the passenger feedback questionnaire to encourage higher response rates.	Casework Manager	This will be considered in the next work plan but resources for significant change have not yet been identified.	<b>Ongoing</b>
4	24.02.15	8	Encourage local newspapers to campaign on performance problems on Southern, Southeastern and Thameslink franchises.	Communications Officer	Local newspapers were approached and useful contacts were made. However, no paper wanted to run a major campaign.	<b>Complete</b>
5	16.06.15	6	Circulate a link to the webcast of the London Assembly Transport Committee debate on devolution.	Executive Assistant	This was included in the Director, Policy and Investigation's briefing document on devolution considered at the September board meeting.	<b>Complete</b>
6	16.06.15	9, 12	Write to Transport for London setting out concerns relating to poor bus performance and safety implications of implementing new Cycle Super Highway schemes.	Director, Policy and Investigation	London TravelWatch wrote to Leon Daniels on 22.06.15 and received a reply on 10.07.15, which has been circulated to members.	<b>Complete</b>

No	Date	Minute	Action	London TravelWatch Owner	Status	Complete
7	16.06.15	C3	Raise with operators the need for consistent and accessible information about London TravelWatch on their websites.	Casework Manager	This activity is in London TravelWatch's work plan and work is underway.	<b>Complete</b>
8	16.06.15	C4	Consider inviting Peter Wilkinson to a future meeting to discuss the Southeastern franchise.	Executive Assistant	This is on the future agenda planning programme and will be considered in due course.	<b>Complete</b>
9	16.06.15	C4	Consider inviting John Gill to a future meeting	Executive Assistant	This is on the future agenda planning programme and will be considered in due course.	<b>Complete</b>

From: **Nairne, Arabella**  
Sent: **20 August 2015 11:16**  
To: **Tim Bellenger**  
Subject: **RE: NRES display of Oyster fares**

Tim,

Just a quick update on the progress of the Oyster fares we were in touch about last month. The TOC community is in complete agreement that the situation does need to be addressed, but as cautioned, the work involved is very labour intensive and slow. We are using a temporary, manual fix to ensure we get the right information in place as soon as possible, and this will be replaced by a more permanent fix from January when a new fares system is being implemented.

With regards to the temporary fix, all the TOCs impacted by the issue are currently undertaking the work required to get the full range of Oyster fare showing. You will see some of them are already appearing on the NRE website where before they did not. But we realise there are still more to do. ATOC is helping the TOCs with some of the workload to get it done as speedily as possible.

I will be in touch again to confirm that all the work has been completed. I just wanted to assure you that the work is underway and the issue is being treated as a priority.

Kind regards

Arabella