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**Secretariat memorandum**

Author: Sharon Malley

Agenda item: 3

PC079

Drafted: 09.02.16

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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	20.10.15	5, 10	Chair to write to the transport minister on the importance of information on right-time arrivals being broken down between peak and off-peak services and highlighting key findings on national rail performance as well as the need for passenger compensation for delays exceeding 15 minutes.	Director, Policy and Investigation	This letter has been sent and a response is attached below.	<b>Ongoing</b>
2	20.10.15	5	Consider revising the passenger feedback questionnaire to encourage higher response rates.	Casework Manager	This is due for consideration in the new year.	<b>Ongoing</b>
3	20.10.15	10	Consider amending the National Rail performance report to refer to new alternative crowding measures.	Policy Officer (KB)	The Policy Officer (KB) has investigated this but can find no obvious reference to alternative crowding measures. This is being kept under review in case of change.	<b>Ongoing</b>
4	20.10.15	11	Investigate further how TfL proposes to achieve target relating to journey time reliability	Policy Officer (VS)	This is now part of the workplan and will be picked up as part of ongoing workload.	<b>Complete</b>
5	15.12.15	5	Consider how train operators refer unsatisfied passengers to London TravelWatch alongside work of the Office and Rail and Road on complaint handling protocols at next Policy committee meeting.	Executive Assistant	This is on the agenda for the February meeting.	<b>Complete</b>
6	15.12.15	8	Submit response to TfL's consultation on private hire vehicles.	Policy Officer (VS)	This has been submitted.	<b>Complete</b>

No	Date	Minute	Action	London TravelWatch Owner	Status	Complete
7	15.12.15	12	Ask Network Rail whether information on Govia Thameslink Railway's performance can be disaggregated into smaller route-based units.	Policy Officer (KB)	The information continues to be presented as one block rather than disaggregated. It is likely that changing this will require an intervention at a senior level.	<b>Ongoing</b>
8	15.12.15	C2	Consider social needs transport at a future meeting of the Policy committee.	Executive Assistant	This is on the forward programme for future agenda planning.	<b>Complete</b>
9	15.12.15	C3	Consider cycle safety at a future meeting.	Executive Assistant	This was considered at the January 2016 board meeting.	<b>Complete</b>



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28 JAN 2016

*Dear Stephen*

Thank you for your letter of 22 December 2015 about information on right time train arrivals.

I welcome your organisation's continued work and analysis on train punctuality data and have noted the points you raise on this issue.

As you rightly point out, Network Rail publish Right Time statistics by operator for each four-week period as well as the annual average data. However, the industry has recognised that it must provide a greater level of transparency to passengers when it comes to delivery of the timetable and so significant work is currently underway to address this issue.

You may be pleased to know that a rail industry commissioned website and app called 'My Journey' is currently being developed. This tool will enable passengers or anyone else interested to review performance statistics in any way they may wish to, including Right Time by train, service group or time of day.

I can also confirm that Network Rail is currently leading on a review of Key Performance Indicators (KPIs) that the rail industry will use in Control Period 6 (2019 – 2024). The aim is to deliver a greater level of transparency while ensuring performance is measured in a way which makes it more reflective of the passenger experience. This includes the potential for measuring long distance services and metro-style high frequency services in different ways.

I would like to assure you that I am keen to improve transparency with right time performance and will continue to work with the industry on this to make sure they deliver their promise to passengers - the timetable.

Thank you again for your work on progressing this important issue.

A handwritten signature in blue ink, consisting of a large, stylized 'C' followed by a 'P' and a long horizontal flourish extending to the right.

**CLAIRE PERRY**