
Secretariat memorandum

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Agenda item: 3

PC091

Drafted: 13.06.16

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	Consider revising the passenger feedback questionnaire to encourage higher response rates.	Casework Manager	Casework Manager is liaising with the Civil Aviation Authority and Local Government Ombudsman for examples of best practice and is seeking ways to ensure that the questionnaire produces useful, constructive feedback.	Ongoing
2	23.02.16	5	Reply to Transport Minister to highlight need for better National Rail performance information and refer to London TravelWatch's achieved outcomes. Also request disaggregated data for GTR performance.	Director, Policy and Investigation	The letter has been superseded by events in relation to GTR performance. Activity on GTR performance includes attendance at Alliance Board meetings, regular bilateral meetings, liaison with elected representatives and the DfT, and suggestions for improvement. Work to encourage Network Rail to disaggregate GTR performance data is progressing. Performance data for all-day services is currently disaggregated but peak-time data is not disaggregated.	Ongoing
3	23.02.16	6	Consider implications of Overground blockades at a future meeting.	Executive Assistant	This is on the forward programme for future agenda planning.	Complete
4	23.02.16	8	Seek funding for research into bus safety.	Policy Officer (VS)	Work is on-going.	Ongoing
5	23.02.16	12	Review telephone handling arrangements for casework enquiries.	Corporate Support Manager	Awaiting implementation of new system by phone provider.	Ongoing

No	Date	Minute	Action	London TravelWatch Owner	Status	Complete
6	23.02.16	13	Review consultation arrangements around GTR ticket office closure proposals. Continue to work on consultation arrangements in line with discussions.	Director, Policy and Investigation	The consultation has now concluded, with London TravelWatch objecting to some aspects of the proposals. GTR has now put forward revised proposals which were circulated to members.	Complete
7	23.02.16	C2	Consider how new complaint policies and protocols are working in practice.	Executive Assistant	This is on the forward programme for future agenda planning.	Complete