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**Secretariat memorandum**

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Agenda item: 3

PC104

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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	23.02.16 28.06.16	5 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	This has been raised at a number of meetings. The situation remains fluid and officers respond to events as they happen.	<b>Ongoing</b>
2	23.02.16	8	Seek funding for research into bus safety.	Policy Officer (VS)	VS is meeting with consultants that have expressed an interest in this work.	<b>Ongoing</b>
3	23.02.16 28.06.16	12 5	Review telephone handling arrangements for casework enquiries alongside passenger feedback questionnaire.	Casework Manager	The phone system cannot be updated so the current system of call handling is continuing. The levels of phone calls have reduced in recent months so this is satisfactory at present. The feedback questionnaire is on hold pending decisions relating to the rail passenger redress scheme.	<b>Ongoing</b>
4	28.06.16	6	Raise issue of southern rail access to Heathrow Airport at forthcoming meeting with Department for Transport.	Director, Policy and Investigation	This was raised with Lord Ahmad at our meeting. Parliamentary debates have also raised this issue with Ministers quoting from our report. Consultation on the Heathrow Third Runway development will be the next opportunity to raise the need for this.	<b>Ongoing</b>
5	28.06.16	9	In the TfL performance report, review the phrasing around road safety to clarify the meaning. Update the report to include the missing data and circulate to members.	Policy Officer (KB)	The wording is being revised. The Q4 2015-16 report has been completed and published.	<b>Complete</b>

No	Date	Minute	Action	London TravelWatch Owner	Status	Complete
6	28.06.16	C2	Update small stations report and circulate to members for comment.	Director, Policy and Investigation	Report had been delayed due to departure of Policy Officer (CW) However, work has now resumed. The Chair and the Deputy Chair will review the publication in March. Report is expected to be tabled at the April 2017 Board meeting.	<b>Ongoing</b>
7	25.10.16	5	Update members on bus and cycle safety.	Policy Officer (VS)	This is planned for a future Board meeting.	<b>Complete</b>
8	25.10.16	8	Send report on transport infrastructure projects to DfT, National Infrastructure Commission and Mayor's Office.	Director, Policy and Investigation	Report has been submitted to relevant bodies. Meetings have been held with TfL on input to the Mayor's Transport Strategy.	<b>Complete</b>
9	25.10.16	9	Update National Rail performance report to include more detail in the introduction about how the information contributed to London TravelWatch's policy work; and in the text about causes of problems, without endorsing operators' explanations.	Policy Officer (KB)	This will be included in the Q3 performance report.	<b>Complete</b>
10	25.10.16	10	Update Transport for London performance report to be clearer about how the pavement obstructions were assessed and change definitions to 'appear clear' rather than 'are clear'.	Policy Officer (VS)	This has been done.	<b>Complete</b>
11	25.10.16	11	Look into incorrect information on Heathrow Express app.	Casework Manager	This problem has been resolved and the information on the app is now correct.	<b>Complete</b>

No	Date	Minute	Action	London TravelWatch Owner	Status	Complete
12	25.10.16	11	Raise with Transport for London the difficulty of using their online complaint mechanisms via mobile or tablet devices.	Casework Manager	This has been raised and Oyster complaint information is now optimised for mobiles. Other modes are due to transfer over the summer.	<b>Complete</b>