
Secretariat memorandum

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Agenda item: 5

TRS001

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Matters Arising

1 Purpose of report

- 1.1. To record matters arising from previous meetings of the Transport Services committee and Access to Transport committee and give progress on their resolution. Matters are listed in the table at Annex A, with details of completed items.

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 Committee.
- 3.2. Updates for inclusion in this report were invited 5 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.

Annex A

No	Date	Minute	Action	London TravelWatch Owner	Status	Complete
1	07.07.09	8	To find out what the views of DPTAC (Disabled Persons Transport Advisory Committee) were on fixed bus stops.	Streets and Surface Transport Policy Officer	The Streets and Surfaces Transport Policy Officer reported on 6 September 2010 that the scheduled meeting with DPTAC had been cancelled. DPTAC has been abolished. There is little likelihood of progressing this.	Complete
2	23.06.10	8c	To draw up a list of stations which were not step-free, but where access had improved.	Streets and Surface Transport Policy Officer	It has been agreed with the Chair that a further update on progress of the LUL programme and the DfT's Railways for all would be produced on the anniversary of the last update, i.e in June 2011.	In progress
3	23.06.10 01.12.10	8d	To determine whether the PCO could supply a printed receipt with the driver's ID number at the end of a journey.	Streets and Surface Transport Policy Officer	The Streets and Surface Transport Policy Officer reported on 2 December 2010: "I have included this in our letter to the Public Carriage Office responding to their fare change and other proposals which is presently being undertaken."	Complete
4	23.06.10 13.10.10	C2	To write a press release on London TravelWatch's success on changes post-Worboys and on London TravelWatch's belief that there should be ID for taxi and private hire vehicle drivers.	Communications Officer	Following a meeting with the Public Carriage Office officers have been persuaded that this will take longer than hoped but that TfL are committed to implementing such a scheme.	Complete
5	23.06.10	C2	To determine the number of complaints TfL receive from disabled passengers.	Streets and Surface Transport Policy Officer	This may fall under the request for TfL to publish complaints data.	In progress

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6	23.06.10	C2	To place an article in a disabled organisation's journals highlighting how to complain on transport issues.	Communications Officer	An article has featured in Transport for All's newsletter based on the content of London TravelWatch's How to Complain leaflet.	Complete
7	21.07.10	9	To confirm with Network Rail the current plans for London Bridge National Rail station.	Senior Policy Officer	On 23 March the Streets and Surface Transport Policy Officer requested that Network Rail's new Public Affairs Officer meet with us to brief us regarding the London Bridge proposals.	In progress
8	21.07.10	10	London Underground to come back to London TravelWatch once the Northern Line closure programme had been confirmed.	Committee Services	This item will be on a future agenda for this committee.	In progress
9	13.10.10	5	To write to London Underground regarding the proximity of raised platforms and seating at Highbury.	Streets and Surface Transport Policy Officer	This has been submitted as a member's enquiry.	In progress
10	13.10.10	5	To report on the analysis of pedestrian, driver behaviour, etc at the new countdown crossings.	Committee Services	This report will be ready in approximately six months, once the eighteen month research is complete.	In progress
11	13.10.10	5	To monitor progress on arranging a meeting with the Ministers of Health and Transport.	Streets and Surface Transport Policy Officer	The Streets and Surface Transport Policy Officer chased the Minister's office for a response on 14.02.11.	In progress
12	13.10.10	8	To report back on the cases that had been received via the accessible bus stops work.	Streets and Surface Transport Policy Officer	The Streets and Surface Transport Policy Officer will give a verbal report at the meeting.	Complete

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13	13.10.10	8	To arrange a system whereby the public could submit pictures of bus stops which were not accessible to disabled passengers.	Communications Officer	This could be arranged via Tumblr or Flickr but resources not yet identified within the workplan. The accessible bus stops project has been completed.	Complete
14	13.10.10	9	To confirm whether there had been any migration from Dial-a-Ride to London Buses (as the bus network had become more accessible).	Committee Services	This information has been requested.	In progress
15	13.10.10	10	To update London TravelWatch on the hidden disabilities card.	Committee Services	Transport for London provided an update on 15 December 2010 and a copy is enclosed in Annex B of this report. A further update has been requested.	In progress
16	13.10.10	10	To contact Arthritis Care about the placement of an article in their members' magazine.	Streets and Surface Transport Policy Officer	The article is currently being produced.	In progress
17	20.10.10	9	To determine why London TravelWatch's question was not included in the Synovate research.	Committee Services	On 22 December 2010, Transport for London reported that : "I have been informed that the question suggested by LTW was omitted on the advice of Synovate, the professional market research agency. We thought it was important to respect Synovate's expertise and experience where the design of the questionnaire was concerned."	Complete

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18	20.10.10	9	To look at the casualty analysis to see if there were any differences in gender.	Committee Services	On 15 December 2010, Transport for London reported that: "Casualty analysis on the sex of those being injured has not yet been undertaken owing to time pressures. However, Transport for London wishes to undertake the analysis when resources allow or study this issue in the evaluation of the new trial."	Complete
19	20.10.10	9	To report the attitudes of bus drivers to motorcycles in bus lanes.	Committee Services	On 15 December 2010 Transport for London sent through a section of a report that gave the views of bus drivers to motorcycles in bus lanes.	Complete
20	01.12.10	5	To discuss with a member tactile paving on the underground network	Streets and Surface Transport Policy Officer	Clarification is sought on which member raised this issue.	In progress
21	01.12.10	5	To check when the Community Safety plan would be published	Streets and Surface Transport Policy Officer	This was launched on 21 February 2011	Complete
22	01.12.10	6	To write a letter to London Councils asking that accessible transport not be deprioritised	Streets and Surface Transport Policy Officer/Chair	A letter was sent to London Councils.	In progress
23	01.12.10	6	To send to Transport for All details of the Surface Transport Design panel	Streets and Surface Transport Policy Officer	The Streets and Surface Transport Policy Officer has talked to Transport for All's Campaigns Officer and included the organisation on the list which we will contact for future meetings of this ad-hoc panel.	Complete

No	Date	Minute	Action	London TravelWatch Owner	Status	Complete
24	01.12.10	9	<p>1) To write up the notes on the site visit to Paddington and write to Network Rail and the local authority requesting that they address the deficiencies.</p> <p>2) To also include an item on the London TravelWatch website.</p> <p>3) To follow-up actions.</p>	Streets and Surface Transport Policy Officer	<p>The response from Network Rail on the Paddington visit has been included as an appendix to the report TRS003 to be considered on 04.05.11.</p> <p>The work be substantially completed through the publishing of our final report and its subsequent follow up.</p>	In progress
25	16.12.10	10	To produce a note comparing each modes satisfaction scores.	Streets and Surface Transport Policy Officer	The Streets and Surface Transport Policy Officer sent members a note summarizing customer satisfaction on 19 January 2011.	Complete
26	16.12.10	11	To investigate the number of accident insurance claims since the motorcycles in bus lanes trial had started.	Streets and Surface Transport Policy Officer	Request has now been sent to PACTs (Parliamentary Advisory Council for Transport Safety) for advice.	In progress

Annex B

Hidden disabilities card

Transport for London reported on 15 December 2010:

“Transport for London can confirm that a Travel Support Card was trialled, targeting people with invisible disabilities, particularly those with learning disabilities. The trial ran for six months at three separate interchanges: Stratford, Willesden Junction and Wimbledon. We sent out over three hundred cards to individuals and groups. We provided the individuals participating in the trial with feedback forms, asking them to fill them in on occasions when they needed to use the card. We also contacted the groups taking part and requested more general feedback about the principle. In addition, London Underground and London Overground staff were canvassed for their views on the initiative.

We are currently evaluating the results of the trial. Once this assessment has been carried out we will be in a position to decide if a wider roll-out is desirable.”