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**Secretariat memorandum**

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Agenda item: 5

PC034

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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	10.09.13	10	Ask TfL to consider reformatting its new poster showing fares from individual stations into leaflet form.	Policy Officer	TfL has said that fares can be found online before making a journey, at stations while in transit, via the "Getting Around with Oyster" leaflet and posters that extensively detail the cost of travel. TfL feels that this is an appropriate level of coverage and that the production of individual leaflets is not justified on this occasion.	<b>Complete</b>
2	10.09.13	11	Work with Passenger Focus on stations that had never been surveyed for the NPS to check correlation between 'poor' and un-surveyed stations.	Director, Policy and Investigation	The Director, Policy and Investigation, has requested information on this from Passenger Focus the details of which have now been received. This issue is now to be taken forward as appropriate in the small stations and London Overground Value for Money research.	<b>Complete</b>
3	25.02.14	8	Increase the prominence on the London TravelWatch website of the Q3 National Rail performance report because of the additional analysis provided by the National Passenger Survey data.	Communications Officer	This has been done and the National Rail and TfL performance reports can now be found under 'key publications' on the website home page.	<b>Complete</b>
4	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	This has been followed up with ATOC at meetings and by correspondence. Confirmation is awaited that a change to the NRES website is in hand.	<b>Ongoing</b>

No	Date	Minute	Action	London TravelWatch Owner	Status	Complete
5	15.04.14	6	Ask the Department for Transport to commission a cost benefit study of the West Anglia devolution.	Chief Executive	This has been raised with various parties including Baroness Kramer and Peter Wilkinson at the DfT and Vernon Everitt and Mike Brown at TfL. It continues to be flagged up regularly in all appropriate meetings.	<b>Complete</b>
6	15.04.14	9	Add the report on casework to the meeting papers on the London TravelWatch website.	Executive Assistant	This has been done.	<b>Complete</b>
7	15.04.14	C2	Brief the Board at the next meeting on TfL's proposals for Underground ticket offices and record calls about the proposals on the complaints database.	Policy Officers/ Casework Manager	There have been no calls specifically relating to the ticket office proposals. Members received a full briefing on the proposals at the June Board meeting, including a presentation by Gareth Powell, and are to be update on London TravelWatch's work in this area at the September Policy committee.	<b>Complete</b>