

Board meeting 15.10.13

Secretariat memorandum

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Agenda item: 9

LTW446

Drafted: 01.10.13

Matters arising

1 Purpose of report

- 1.1. To record responses to or further information received on matters arising from previous meetings.

2 Recommendation

- 2.1. That the report is received for information

3 Information

- 3.1. The current position is set out in the accompanying table (Annex A). Updates for inclusion in this report are 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 Financial implications

- 5.1. None – report is for information only.

6 Legal powers

- 6.1. 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.

Annex A: Matters arising from previous London TravelWatch meetings

| No | Date | Minute | Action | London TravelWatch owner | Status | |
|----|----------|--------|--|------------------------------------|--|--------------------|
| 1 | 29.10.13 | 1 | Organise visits to venues such as the Transport for London control centre, relevant local train operating companies' control centres and the Network Rail centre at East Croydon. | Executive Assistant | Arrangements are currently underway for a visit to the Oyster helpline centre and the train companies' control centre. | In progress |
| 2 | 29.01.13 | 5 | London TravelWatch to discuss further with Passenger Focus and the Association of Train Operating Companies the development of a good practice guide for making temporary timetable changes. | Director, Policy and Investigation | The good practice guide is now available on London TravelWatch's website. Train operating companies are being made aware of its recommendations. | Complete |
| 3 | 07.05.13 | 9 | Produce evidence of how community engagement work contributes to objectives including analysis of costs and benefits involved. This should be completed the prioritisation criteria has been established | Communications Officer | Several of the findings from recent events have been followed up in the Ticket Purchasing, Journey Experiences and Value for Money research and as part of Harrow Council's access scrutiny exercise. Other issues have been followed up with local authorities and TfL. Further work is in progress as part of the new communications strategy. | In progress |

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|----|----------------------|------------|--|------------------------------------|--|--------------------|
| 4 | 07.05.13 23.07.13 | 9 6, 13 | Complete two transport users' engagement events as budgeted during 2013-14, structuring them in such a way as to maximise learning and future resource planning. Circulate dates as soon as possible. Consider points raised by members when planning future events. | Communications Officer | Events are planned for 30 October 2013 (date TBC) in Bexleyheath and February/March 2014 in Enfield Town. | In progress |
| 5 | 23.07.13 | 6 | Circulate again to members analysis provided by TfL on the decision to move to Underground refunds after 30 minutes instead of 15 minutes. | Executive Assistant | This information has been re-circulated to members. | Complete |
| 6 | 23.07.13 | 6 | Maintain a watching brief on the findings of the Roads Task Force including road pricing and access restrictions. | Director, Policy and Investigation | Work continues on an ongoing basis. | Ongoing |
| 7 | 23.07.13 | 7 | Reformat Actions Taken report to highlight important actions and rename to distinguish from Matters Arising report. | Executive Assistant | The report has been amended to separate strategic and routine actions and has been renamed Key Activities. | Complete |
| 8 | 23.07.13 | 8 | Chair to write to Peter Hendy calling for TfL to use all means available to tackle the issues raised in the London TravelWatch research on ticket purchasing, including targeted communication about price capping and ending confusion over pink validators. | Director, Policy and Investigation | The findings of London TravelWatch's research has been discussed with senior TfL directors and responses have been received. Work on these issues will continue as part of regular work planning but in officer's view it is not appropriate to write to Peter Hendy at this time. | Complete |

| No | Date | Minute | Action | London TravelWatch owner | Status | |
|----|----------|--------|---|---|--|-----------------|
| 9 | 23.07.13 | 8 | Make clear to National Rail train operating companies that they should do more to assist passengers using Oyster tickets. Ensure this forms part of London TravelWatch's input to the DfT in respect of new franchises. | Director, Policy and Investigation | This is raised at bilateral meetings with all train operating companies and Southeastern are now introducing new vinyls on their Oyster readers to make them more visible. The issue is also raised as part of London TravelWatch's response to rail franchises. | Complete |
| 10 | 23.07.13 | 9, C3 | Respond to the Crossrail 2 consultation in line with views expressed by members. | Director, Policy and Investigation | Consultation response was sent on 5 August 2013. | Complete |
| 11 | 23.07.13 | 11 | Review format of TfL performance report. Include details of bus stop accessibility by borough. Send written comments on the report within one week of the meeting. | Policy Officer/ Policy Assistant | The format has been reviewed in line with discussions with members. | Complete |
| 12 | 23.07.13 | 12 | Amend National Rail performance report to identify when improvements have been caused by substantial investments in infrastructure (eg London Overground). | Policy Assistant | This has been revised in the latest version of the National Rail performance report. | Complete |
| 13 | 23.07.13 | 12 | South West Trains and First Capital Connect to be subject to greater scrutiny at bi-lateral meetings as a result of below average performance. | Director, Policy and Investigation Chief Executive | This was raised at scheduled bilateral meetings and focus on performance will continue as part of regular work planning.. | Complete |
| 14 | 23.07.13 | C2 | Send comments to officers on the final draft of the research report on value for money within one week of the meeting. Chair and Chief Executive to sign off final version. | Members, Chair, Chief Executive | Research report on passenger perceptions of value for money was issued on 5 September 2013. | Complete |