
Secretariat memorandum

Author : Mark Donoghue

Agenda item : 5

AT031

Final Draft : 18.11.10

Matters arising**1 Purpose of report**

1.1 To record progress on action items tabled at previous meetings.

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 This report has no equalities and inclusion implications for London TravelWatch.

5 Financial implications

5.1 This report has no financial implications for London TravelWatch.

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 : Access to Transport Committee matters arising

Date	Minute	Action	Action Owner	London TravelWatch Owner	Status	Complete
7.7.09	8	To find out what the views of DPTAC (Disabled Persons Transport Advisory Committee) were on fixed bus stops.	London TravelWatch	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 is to be abolished. There is little likelihood of progressing this.	In progress
16.12.09	7	TfL to share the review of re-phasing traffic lights with London TravelWatch.	TfL	Committee Services	This information has been received and was circulated to members on 22 October 2010.	Complete

Date	Minute	Action	Action Owner	London TravelWatch Owner	Status	Complete
23.6.10	4	To find out why London Underground used both types of tactile paving.	London TravelWatch	Streets and Surface Transport Policy Officer	<p>The Streets and Surface Transport Policy Officer reported that :</p> <p>What people think of as corduroy paving at stations is not. The edge paving is a railway design, not highway engineer corduroy. The only paving that is about disability, etc is the blister paving you can clearly see.</p> <p>Additional information is included in the annex to this report.</p>	Complete
23.6.10	8c	To draw up a list of stations which were not step-free, but where access had improved.	London TravelWatch	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 of next year.	In progress

Date	Minute	Action	Action Owner	London TravelWatch Owner	Status	Complete
23.6.10	8d	To revisit the list of issues relating to the changes for taxi drivers post Worboys.	London TravelWatch	Streets and Surface Transport Policy Officer	The Streets and Surface Transport Policy Officer reported to members on the progress of the proposed changes at the committee meeting on 13 October 2010, minute 5.	Complete
23.6.10	8d	To determine whether the PCO could supply a printed receipt with the driver's ID number at the end of a journey.	London TravelWatch	Streets and Surface Transport Policy Officer	The Streets and Surface Transport Policy Officer will contact the Public Carriage Office (PCO) regarding this.	In progress
23.6.10	C2	To write a press release on London TravelWatch's success on changes post-Worboys.	London TravelWatch	Communications Officer	A press release will be issued arguing that black cab or private hire vehicle drivers should have an ID (see 13.10.10/5).	Complete
23.6.10	C2	To determine the number of complaints TfL receive from disabled passengers.	London TravelWatch	Streets and Surface Transport Policy Officer	This may fall under the request for TfL to publish complaints data.	In progress
23.6.10	C2	To place an article in a disabled organisation's journals highlighting how to complain on transport issues.	London TravelWatch	Communications Officer	Currently being produced.	In progress

Date	Minute	Action	Action Owner	London TravelWatch Owner	Status	Complete
13.10.10	1	To issue a press release on the Drive Green system.	London TravelWatch	Communications Officer	On 27 October 2010 a press release was issued : http://www.londontravelwatch.org.uk/news/2010/10/a_better_bus_ride	Complete
13.10.10	5	To write to London Underground regarding the proximity of raised platforms and seating.	London TravelWatch	Streets and Surface Transport Policy Officer	This has been submitted as a member's enquiry.	In progress
13.10.10	5	To report on the analysis of pedestrian, driver behaviour, etc at the new countdown crossings.	Transport for London	Committee Services	Information requested.	In progress
13.10.10	5	To issue a press release on London TravelWatch's belief that there should be ID for taxi and private hire vehicle drivers.	London TravelWatch	Communications Officer	The London TravelWatch Chair has written to the Transport Commissioner. A response will be given to us at the forthcoming bilateral meeting with the Managing Director, Surface Transport on 23 November 2010. A copy is enclosed in the annex to this report.	In progress

Date	Minute	Action	Action Owner	London TravelWatch Owner	Status	Complete
13.10.10	5	To monitor progress on arranging a meeting with the Minister of Health and Transport.	London TravelWatch	Streets and Surface Transport Policy Officer	An acknowledgment has been received from the Ministerial office.	In progress
13.10.10	7	To circulate the walking interchange proposal to members of the committee.	London TravelWatch	Streets and Surface Transport Policy Officer	On 8 November 2010 the Streets and Surface Transport Policy Officer circulated the proposal to members of the committee. Comments from members were incorporated.	Complete
13.10.10	8	To report back on the cases that had been received via the accessible bus stops work.	London TravelWatch	Streets and Surface Transport Policy Officer	The Streets and Surface Transport Policy Officer will give a verbal report at the meeting.	In progress
13.10.10	8	To arrange a system whereby the public could submit pictures of bus stops which were not accessible to disabled passengers.	London TravelWatch	Communications Officer	The Secretariat are considering how best to do this.	In progress
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).	Transport for London	Committee Services	Information requested.	In progress

Date	Minute	Action	Action Owner	London TravelWatch Owner	Status	Complete
13.10.10	10	To update London TravelWatch on the hidden disabilities card.	Transport for London	Committee Services	Information requested.	In progress
13.10.10	10	To invite Arthritis Care to a future Surface Transport Design Forum meeting.	London TravelWatch	Streets and Surface Transport Policy Officer	The Streets and Surface Transport Policy Officer confirmed that Arthritis Care had been invited.	Complete
13.10.10	10	To contact Arthritis Care about the placement of an article in their members' magazine.	London TravelWatch	Streets and Surface Transport Policy Officer	The article is currently being produced.	In progress
13.10.10	11	To circulate dates when site visits would take place.	London TravelWatch	Streets and Surface Transport Policy Officer	The Streets and Surface Transport Policy Officer notified members that there would be a site visit on the morning of 1 December 2010.	Complete
13.10.10	11	i) To liaise with the member who had offered to place articles about London TravelWatch in his journal(s); ii) To place articles in other organisations journals.	London TravelWatch	Communications Officer/Streets and Surface Transport Policy Officer	The article is currently being produced.	In progress

Date	Minute	Action	Action Owner	London TravelWatch Owner	Status	Complete
13.10.10	11	To write to the London Assembly regarding the importance of public transport in light of the reforms to the NHS.	London TravelWatch	London TravelWatch Chair	An e-mail was sent from the London TravelWatch Chair to the Val Shawcross (Deputy Chair of the London Assembly Transport Committee on 14 October 2010.	Complete
13.10.10	C2	To inform Transport for London that London TravelWatch endorses the Community Safety plan.	London TravelWatch	Streets and Surface Transport Policy Officer	The Streets and Surface Transport Policy Officer confirmed to TfL that London TravelWatch endorsed the plan. The draft plan went to the TfL Board meeting on 4 November (http://www.tfl.gov.uk/assets/downloads/corporate/Item10-4-Nov-2010-Board-MTS-Transport-Safety-Security.pdf)	Complete

Annex

Peter Hendy
Transport Commissioner
Transport for London
Windsor House
42-50 Victoria Street
London SW1H 0TL

3 November 2010

Dear

Taxi security for passengers

You may know that following heightened concerns regarding taxi safety over 18 months ago we met with the Public Carriage Office (PCO) to assure ourselves that all was well and any lessons would be learnt to improve taxi safety in the future. We accept that taxis are a safe form of public transport and that much more risk is associated with illegal taxi touting. However, we do not want to see this perception of taxis as safe public transport being undermined and believe some changes are necessary.

After a several meetings with PCO officers including its then Head, Ed Thompson, we came away satisfied that an internal review would lead to some real improvements to Taxi safety and the confidence of users. Four main actions were agreed to be taken forward and we were led to believe that all four were supported by the Head of the PCO. The four proposals were:

i) There would be a senior officer appointed by TfL to liaise better with the Met. Police on Taxi licensing issues, particularly intelligence around CRB checks. An annual report from that officer would be presented to TfL's Board. This proposal was in response to concerns about the constant changing in police personnel that the PCO had to deal with and the fact that liaison with the Met. Regarding CRB checks etc was not consolidated in one person's role.

We understand that a post has been created and believe a person appointed to fill that role. We look forward to the first annual report.

ii) A photo ID to be clearly displayed in order that passengers can be confident that the driver is licensed etc, that they are who they purport to be, and they are able to report any incidents involving the driver. This seemed to us an obvious security measure that would improve passenger confidence and enable better reporting of incidents. Identity cards are common place in the public services.

We understand that this is not progressing very speedily and indeed it is still subject to further consultation with the trade. Whilst we understand the need for consultation we are disappointed that so long after we held our meetings with the PCO there is so little progress. And although it might have been expected that there would be resistance from the trade, we think that it is not in the public interest for the PCO to yield to this.

iii) The tip-up seat in every black cab would have a decent size complaints poster. Again this would improve security as it would increase the likelihood of passengers reporting incidents and allow the PCO to build up a record of reports regarding drivers.

We know that some cabs have a near-useless vinyl sticker located out of direct sight on a quarter window that describes how to complain and that there are issues of loss of advertising. These excuses for not implementing a proper complaints poster is not acceptable to us.

iv) There would be more frequent medicals. We believe (though we are not medically trained of course) that driver medicals (properly undertaken and thoroughly specified) could flag up issues such as drug abuse, mental health and psychiatric state. It is presently possible to become a driver at 21 having passed a medical and not to have a repeat medical again until you are 55. This is unacceptable to us.

We understand further consultation is to be undertaken on this, but would urge you to speed up this process.

I am therefore asking that you look at these matters and let us know what is to be done. We have so far chosen not to take a public stance and campaign on these issues, but my and members' patience is wearing thin and we will soon have no choice, but to more publically campaign for these changes.

Yours sincerely

Sharon Grant
Chair, London TravelWatch