
Secretariat's memorandum

Author : Christine Evans

Agenda item 14a

CA005

Drafted 17.4.09

Matters arising**1 Purpose of report**

- 1.1 To record the action that has arisen from decisions taken on cases considered at meetings of the former Casework Committee.

2 Information

- 2.1 The current position is set out in the accompanying table (Annex A). Details of completed items are as follows :
- 2.2 Statistics of number of hits to London TravelWatch website via links from other websites (28.1.09, Min 153)

The website statistics were sent out to Committee members. We have a live website statistics package to enable us to monitor website use, but the Webmaster & IT Systems Officer also provides summary reports. The latest figures are for December 2008. The London TravelWatch site performs well on search engines, in particular Google and Yahoo. Excluding search engines, the five most popular links from other website for this period were a) the GLA job vacancy page; b) GLA website links page; c) London Reconnections (transport blog); d) LOTS website (London Omnibus Traction Society); and e) Direct Gov (the official government website for 'easy access to public services').

The Communications Officer contacted NRES, but found that there is no real place to put a link on the front page of the site. Her view was that such a link could engender enquiries about how to get from A to B and related questions for which we are not resourced. This may run counter to efforts to reduce the number of misdirected telephone and website enquiries. There was already a link detailing our role at <http://www.nationalrail.co.uk/contact/feedback>

- 2.3 Draft an automated response to emails (28.1.09, Min 153)

The following automated message was installed so that all representations by email would receive an acknowledgement as soon as they are received. As the enquiries email address is used by passengers for enquiries, appeals and marketing companies, it was considered essential that any auto acknowledgement tries to capture all issues. However, the primary intention was to ensure that passengers know that we have their complaints as soon as possible and do not follow-up with further emails or phone calls to ask us if we had received them. A formal acknowledgement providing the name of the

assigned casework officer and reference number is sent out later via the casework database.

Thank you for contacting London TravelWatch.

If you are making a complaint, and have not yet contacted the operator, we will forward your complaint to the appropriate operator.

If you have already contacted the operator, and are unhappy with your response, we will consider your complaint. If we decide to refer your case to one of the transport companies, we aim to tell you this within five working days.

If we are unable to help you, or your enquiry is a response to a consultation or seeking clarification of our policies, we aim to get back to you within 20 working days.

Other queries such as marketing and sales enquiries will be forwarded to the relevant member of staff.

If you have any queries about the progress of your enquiry, or if you need to come back to us, Please re-copy your original email and state which transport operator you are complaining about?

Any other queries please do not hesitate to contact us on 0207 505 9000.

3 Equalities and inclusion implications

3.1 None – report is for information only.

4 Financial 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 Recommendations

6.1 That the report is received for information.

Annex A: Matters arising from the last meeting of the former Casework Committee

Key : Completed items are marked **Complete** All other items are ongoing.

Complete table of matters arising

Date	Minute / case reference	Decision	Action	London TravelWatch owner	Status
28.1.09	153	To provide data on how many hits the London TravelWatch website received via other websites and consider whether there should be a link on the NRES website	See para 2.2, above	Communications Officer	Complete
28.1.09	157	To draw up a London TravelWatch complaints procedure	Complaints Procedure produced and posted on website. A copy was provided to the Board Chair and the CAC Chair and Deputy for information. A copy is attached for consideration (Annex B)	Director, Public Liaison	Complete
28.1.09	153	To draft a standard automated response for all incoming emails	An automated response email was put in place on 17.2.09. See para 2.3, above	Director, Public Liaison	Complete

Date	Minute / case reference	Decision	Action	London TravelWatch owner	Status
28.1.09	158	<p>(a) To ask TfL when it was to send Mrs K the compensation she was due, and for how much, and to specify a time limit for their reply.</p> <p>(b) To discover the arrangements for towing away vehicles on TLRN, and who oversees the TRACE system.</p>	<p>(a) TfL have informed us that the case is being considered by their legal department. Further info is expected this week.</p>	<p>(a) Casework Mgr</p> <p>(b) Streets & Surface Transport Policy Officer</p>	
28.1.09	158	<p>(a) To ask IPFAS for further information and to reconsider Mr W's Penalty Fare appeal.</p> <p>(b) Passengers should be recommended to register their Oyster cards, and warned to check the validity of their card.</p> <p>(c) To ask the DfT about the status of their review of Penalty Fares on national rail.</p> <p>(d) Fares & Ticketing Cttee to take up issues on Data Protection re unregistered Oyster cards, and to point out to TfL that PAYG should not be referred to as 'pre-pay'</p>	<p>(a) Issue discussed with IPFAS and response received. Complainant informed and case closed.</p> <p>(c) DfT are aware of the need to review Penalty Fares, but no timescale has been set.</p>	<p>(a) Casework Mgr</p> <p>(b) Not assigned</p> <p>(c) Director, Public Liaison</p> <p>(d) F&T Cttee</p>	<p>(a) Complete</p> <p>(c) Complete</p>

Date	Minute / case reference	Decision	Action	London TravelWatch owner	Status
28.1.09	158	<p>(a) To ask TfL to increase its offer of compensation for Miss M to £50 given the continuing failure of the TICC to accept her bus complaints at weekends.</p> <p>(b) Members to undertake a mystery shopper exercise at the weekend to see if TICC would log a complaint.</p>	<p>(a) TfL provided £50 in compensation, which was sent to Miss M, and her case closed.</p>	<p>(a) Casework Manager</p> <p>(b) Casework Cttee members</p>	<p>(a) Complete</p>
28.1.09	158	<p>(a) To provide the Chair of the F&T Cttee with the salient points so that -</p> <p>(b) the Fares & Ticketing Cttee can take up the Oyster refund issues raised as policy issues.</p> <p>(c) To tell the various appellants that their case was being used as evidence of the need for Oyster to review its claims procedures, and that F&T Cttee would be taking the policy forward.</p>	<p>(a) salient points provided.</p> <p>(c) All complainants advised accordingly. One complainant commented that he remained concerned about lack of compensation, and we have raised this with TfL again.</p>	<p>(a) Casework Mgr</p> <p>(b) Fares & Ticketing Committee</p> <p>(c) Casework Mgr</p>	<p>(a) Complete</p> <p>(c) Complete</p>

Date	Minute / case reference	Decision	Action	London TravelWatch owner	Status
28.1.09	156	<p>(a) To give details to Vernon Everitt a copy of CWC30 detailing TfL's response times to cases</p> <p>(b) A programme of complaints handling audits be drawn up in a work plan</p>	<p>(a) Sent email on 2.2.09.</p> <p>(b) Sent email on 2.2.09. No response on issue yet received.</p>	<p>(a) Director, Public Liaison</p> <p>(b) Director, Public Liaison and Vernon Everitt, TfL</p>	(a) Complete
19.11.08	144	To ask TfL to provide Mr J with a goodwill gesture of a £50 cheque, in recognition of the poor handling of his case by London Underground.	TfL asked to provide the cheque.	Casework Mgr	
19.11.08	144	To ask TfL to give Dr N a goodwill gesture of £25 in recognition of the difficulties he experienced with his Oyster card (due to the issuing Pass Agent)	Various email exchanges with TfL and Dr N to pin point the type of Oyster card he has, before TfL can get to the bottom of the problem.	Casework Mgr	

Date	Minute / case reference	Decision	Action	London TravelWatch owner	Status
16.9.08	133	To tell FCC that the Committee strongly believed that responsibility lay with FCC to refund Mr P for the money he had spent due to charging him the incorrect fare, and that they should refund the whole amount (£222), as well as giving him a gesture of goodwill of a further £50.	FCC written to but refused refund, so advice sought from DfT who confirmed our position was correct. Contacting FCC again to reconsider.	Casework Mgr and Director, Public Liaison	

CONFIDENTIAL