
Secretariat memorandum

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Agenda item 5

CA015

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Actions taken

1 Purpose of report

- 1.1 To advise members of actions undertaken since last meeting by the secretariat or members in relation to any matter pertaining to this committee.

2 Information

- 2.1 The table attached at Annex A contains a list of actions taken for information.
- 2.2 Background details of specific actions may be made available upon request via the listed contact.

3 Casework Software Procurement

- 3.1 The procurement of new casework software has been the priority for the casework team during the period since the last meeting, with project management provided by the Director, Public Liaison. This project has entailed a number of project meetings and correspondence which is dealt with in greater depth in the Casework Review paper CA018.

4 Equalities and inclusion implications

- 4.1 This report poses no specific equalities and inclusion implications for London TravelWatch.

5 Legal powers and financial implications

- 5.1 Section 248 of the Greater London Authority Act 1999 requires London TravelWatch (as the London Transport Users Committee) to consider, and where it appears to it to be desirable, to make recommendations with respect to any service or facility provided by or for (or in the case of hackney carriages and private hire vehicles, licensed by) Transport for London, other than a matter relating to the transportation of freight, if it has been the subject of representations made by or on behalf of users of that service or facility. Section 252B of the same Act places a similar duty on the Committee in respect of users or potential users of railway services provided wholly or partly within the "London railway area" as defined under the provisions of the Railways Act 1993.

The Consumer Affairs Committee is not required to consider matters which appear to it to be frivolous or (in the case of railway services) vexatious.

- 5.2 No specific financial implications for London TravelWatch arise from this report.

6 Recommendation

- 6.1 That members consider the actions listed here in the context of case-specific workload of the Casework team.

Annex A – Consumer Affairs Action Taken CA008

Item with web reference where appropriate	Action taken	Notes / level of response	Relevant Officers and Members	Date (chronological)
UK Bus Awards	Input as judge to certain London categories	None required	Chief Executive	15.5.09
DfT European Rail Policy Forum	Meeting attended on behalf of London TravelWatch	Update on progress of European passenger rights issues	Director, Public Liaison	21.07.09
Transport for London: revised Conditions of Carriage (September 2009)	Submitted comments regarding maximum journey times	Requested that the Conditions of Carriage and the TfL website make explicit reference to variable maximum journey times. The negotiation of level of detail to be included is ongoing	Director, Public Liaison	6.8.09
Southern	Submitted comments on new Passenger Charter	requested clearer references to Oyster and how Oyster ticket holders would refunds	Director, Public Liaison	21.8.09
DfT Meeting	Meeting with Geoff Appleby, Department for Transport	Discussion regarding impact of new Statutory Instrument on legal status of East and South London Lines.	Director, Public Liaison and Director, Research & Development	21.08.09
Passenger Rights	Meeting with Chris Irwin, Passenger Focus	Meeting to discuss strategy for responses to passenger rights consultations	Director, Public Liaison	24.08.09
First Great Western event	Attended Putting Passengers First event	Customer Service Training event	Chief Executive and Director, Public Liaison	1.9.09
Southern	Quarterly meeting with managing director	None required	Chief Executive and Director, Research and Development	4.9.09