
Secretariat memorandum

Author : Carmel Cannon

Agenda item 4

CA021

Drafted 16.11.09

Matters arising

1 Purpose of report

- 1.1 To record matters arising from previous meetings of the Committee and progress on their resolution. Matters are listed in the table at Annex 1, with details of completed items given under Information at paragraph 2.

2 Information

- 2.1 To write to TOCs (copied to ATOC, DfT and Passenger Focus) requesting that their websites give clear indication that customers are being redirected to third party websites. (C/22.4.09 & C/23.9.09, minutes 8 (Annex A) & 4 respectively)

The Director, Public Liaison, advises that further work will need to be undertaken to address this issue with operators.

- 2.2 To devise a leaflet to be sent to initial enquiries on how to complain (C/22.4.09, minute 9)

The leaflet was devised and was circulated to members for discussion. Further draft pending.

- 2.3 TfL automated response to web complaints (C/23.9.09, min 4)

Senior TfL staff were invited as directed to the Board meeting on 10 November 2009. At this meeting, Beverley Hall from TfL stated that TfL would consider options for changes to the web form as part of the Customer Service Integration Programme.

- 2.4 Meet with TfL Director of Customer services to discuss 0845 number issues (C/23.9.09, min 9)

At the Board meeting 10.11.09, it was agreed to begin a series of quarterly meetings between TfL senior communications team staff and London TravelWatch Chief Executive and Communications Officer to discuss this and other communications matters. The first meeting is likely to occur in December 2009.

- 2.5 To write to transport operating companies recommending that ticket machines emulate ticket offices and sell off peak tickets in advance. (8.7.09, min 9)

The Director, Research and Development, wrote to 25 TOCS, of whom eight responded by September 2009. All respondents refused to countenance the suggestion; details of their responses are available upon request.

- 2.6 TfL to share demographic data on profile of complainants (8.7.09, min 9)

This data was provided for the only period TfL researched this data (2006). TfL no longer collects demographic data and this is available for information on the London TravelWatch website under documents for this meeting.

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 : Consumer Affairs Committee matters arising

Action	Date	Minute	London TravelWatch owner	Status
<p>i Recommendations for the policing of first class seating; priority seating; claiming for the non-provision of first class seating; and declassified trains would be sent to TOCs either individually or through ATOC.</p> <p>ii To write to TOCs (copied to ATOC, DfT and Passenger Focus) requesting that their websites give clear indication that customers are being redirected to third party websites.</p>	C/22.4.09 & C/23.9.09	8 (Annex A) & 4	<p>i Chief Executive / Director, Research and Development</p> <p>ii Director, Public Liaison</p>	<p>i Complete – to be included in Penalty Fares consultation response</p> <p>ii see para 2.1</p>
To devise a leaflet to be sent to initial enquiries on how to complain.	C/22.4.09	9	Casework team	Complete See para 2.2
To review the confidential nature of the documents, bearing in mind advice from DfT, and make a recommendation to the Committee.	C/23.9.09	CONF1	Chair of Committee / Chair of the Board	
Update report on status of all audits : SWT; Eurostar; Overground; Buses	C/23.9.09	CONF2	Director, Public Liaison	Complete – Agenda item
DfT EU Passenger Rights comments to be returned by 14 October to Director, R&D	C/23.9.09	CONF3	Members	Complete – verbal update will be given at meeting
Guide to Passenger rights by mode : feedback thoughts on this to Director, Public Liaison, by 14 October	C/23.9.09	CONF4	Members	Complete – no comments received

Annex A : Consumer Affairs Committee matters arising

<ul style="list-style-type: none"> i TfL automated response to web complaints – to write to TfL explaining ongoing problems and inviting senior staff to next board meeting to explain reasons why the process cannot be improved ii Add dates of TfL board and Transport Committee meetings be to workplan 	C/23.9.09	4	<ul style="list-style-type: none"> i Chair ii Committee Services 	<ul style="list-style-type: none"> i Complete see para 2.3 ii Complete see annex B
<ul style="list-style-type: none"> i Include initial complaints in performance reports ii Add to workplan for mid 2010 	C/23.9.09	6	<ul style="list-style-type: none"> i Director, Public Liaison ii Committee Services 	<ul style="list-style-type: none"> i Complete BD to supply some info targets 1-5 ii Complete
<p>Policy issues :</p> <ul style="list-style-type: none"> i Escalate matter to obtain compensation for client ii (for January meeting) iii Check legal position iv Check policies of first Capital Connect and their applications v Rights of passengers in event of breach of conditions of service 	C/23.9.09	7	<ul style="list-style-type: none"> i Casework Manager ii Director, Public Liaison iii Director, Public Liaison iv Director, Public Liaison 	<ul style="list-style-type: none"> i Complete ii ORR duty to look at consumer law
<ul style="list-style-type: none"> i Add casework database sample reports to agenda for Dec meeting ii Add evaluation and reflections on system's first three months to March 2010 agenda iii Comment on 'How to Complain' leaflet by 16 October 	C/23.9.09	8	<ul style="list-style-type: none"> i Committee services ii Committee services iii Members 	<ul style="list-style-type: none"> i Complete ii Complete see Annex B iii Complete see para 2.2

Annex A : Consumer Affairs Committee matters arising

<ul style="list-style-type: none"> i Meet with TfL Director of Customer services to discuss 0845 number issues ii Revise 0845 report with fuller information for distribution to members 	C/23.9.09	9	<ul style="list-style-type: none"> i Chief Executive ii Communications team 	<p>Complete – see para 2.4</p> <p>Complete</p>
<ul style="list-style-type: none"> i Members requested that a leaflet entitled ‘How to Complain’ be included in the Casework Review as a milestone, with a date for completion. ii On paragraph 2.5 (time limit for Oyster refunds), a member raised a personal case which was agreed to process via the members’ enquiry system. 	C/8.7.09	4	<ul style="list-style-type: none"> i Chief Executive ii Lorna Reith 	<p>ii Complete – response sent to member 17.9.09</p>
<ul style="list-style-type: none"> i To write to c2c, National Express East Coast, London Midland and Southern to ask what response deadlines they were work to, and, if this was longer than 20 days, ask why. ii To include a receipt request and indication of the likely response time when cases and appeals are forwarded from London TravelWatch iii To include an operator’s target response time in correspondence to appellants. 	C/8.7.09	7	<ul style="list-style-type: none"> i Director, Public Liaison ii Director, Public Liaison iii Director, Public Liaison 	<p>ii BD to write a summary paragraph</p> <p>iii Review after 6 month report</p>
<ul style="list-style-type: none"> i Annex B - write to TOCs recommending that ticket machines emulate ticket offices and sell off peak tickets in advance. ii Annex C – on short-form train service leading to overcrowding : support escalation of the matter and pursue local press coverage 	C/8.7.09	8	<ul style="list-style-type: none"> i Director, Public Affairs / Director, Research and Development ii Communications Officer 	<p>Complete – see para 2.5</p>

Annex A : Consumer Affairs Committee matters arising

<p>i Provide a copy of TfL's code of practice agreement with bus operators to members http://www.tfl.gov.uk/assets/downloads/corporate/surface-transport-customer-services-complaints-and-feedback-policy.pdf</p> <p>ii To provide demographic data on profile of complainants</p>	C/8.7.09	9	<p>i Committee Services</p> <p>ii Committee Services</p>	<p>i Complete 14.9.09</p> <p>ii Complete – see para 2.6</p>
<p>Members to email comments on the Casework team review update to Sarah Pond</p>	C/8.7.09	10	Members	
<p>Web stats to Board –to be tabled at next Board meeting, and provided for members on regular basis.</p>	C/8.7.09	14	i Director, Public Liaison	Complete

Meeting date	Standing items	Specific agenda items
25 November	<p>Note : LA Transport Committee on 6 Jan 2010</p> <ul style="list-style-type: none"> • Minutes • Matters Arising • Casework Performance Report - to include business plan targets and agreed casework targets • Casework Review – update ?final report – then review April 2010? • Policy Issues arising from Casework 	<p>Buses</p> <ul style="list-style-type: none"> • TfL bus complaints handling - TfL on board and audit agreed - (Target 4) • ‘How to complain about buses’ campaign to raise bus passengers’ awareness: • Feedback & update on audits undertaken & planned • Passenger rights Information • Update & progress on contribution to Board publication • TBC Passenger Focus complaints handling review audit report – Eurostar review
27 Jan 2010	<p>Note : LA Transport Committee on 2 Feb 2010</p>	<ul style="list-style-type: none"> • TfL bus complaints handling - audit agreed and in progress? (Target 4)
10 March 2010		<ul style="list-style-type: none"> • TfL bus complaints handling - audit complete and reported on? - (Target 4) • ‘Dealing with your Complaint’ doc on London TravelWatch website : review and update if necessary. • Evaluation and reflection on database system’s first three months operation
12 May 2010		<ul style="list-style-type: none"> • ‘How to Complain’ leaflet production – held over from Sept 2009
14 July 2010		<ul style="list-style-type: none"> • comparison of London TravelWatch performance data with that of Passenger Focus (ref. C/23.9.09 min 6)
15 September 2010		<ul style="list-style-type: none"> •