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**Secretariat memorandum**

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Agenda item: 5

CAC001

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Matters Arising

**1 Purpose of report**

- 1.1. To record matters arising from previous meetings of the Consumer Affairs committee and Fares & Ticketing committee and give progress on their resolution. Matters are listed in the table at Annex A, with details of completed items.

**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. 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 Financial implications**

6.1. None – report is for information only.

**Annex A**

<b>No</b>	<b>Date</b>	<b>Minute</b>	<b>Action</b>	<b>London TravelWatch Owner</b>	<b>Status</b>	<b>Complete</b>
1	15.9.10	7	To consider as part of next year's review of performance targets minor amendments to feedback questionnaire to enable more direct comparisons between London TravelWatch and Passenger Focus	Director, Public Liaison	Action to be carried out in early 2011.	<b>In progress</b>
2	15.9.10	8	To incorporate comments from members on the Passenger Rights Charter and publish it on the website	Director, Public Liaison	An amended version is being prepared. The Policy Officer is working on a Consumer Rights page for the website and the Passenger Charter will feature as part of that page.	<b>In progress</b>
3	17.11.10	5.1	Review actions by Office of the Rail Regulator in relation to ensuring problems occurring as a result of passengers having to change from one website to another are addressed.	Director, Public Liaison	Discussed informally with the ORR who indicate they would be content to discuss further at meeting arranged for 9 March.	<b>In progress</b>
4	17.11.10	5.2	Distribute How to Complain leaflet, focusing on the need to improve inclusion and increase complaints from under-represented passengers and report on outcomes.	Communications Officer	Verbal update to be given: Leaflet to be distributed to libraries London-wide and sent to disability and voluntary organisations.	<b>Complete</b>
5	17.11.10	5.4	Produce a paper on introducing a new service standard relating to updating complainants about the status of their case every 15 days.	Director, Public Liaison	This to be implemented from April 2011.	<b>In progress</b>
6	17.11.10	7	Research the nature of the enquiries received about London Buses to improve services for passengers in future.	Director, Public Liaison	Report to be made at Consumer Affairs committee on 09.03.11.	<b>Complete</b>

No	Date	Minute	Action	London TravelWatch Owner	Status	Complete
7	17.11.10	7	Investigate recording of complaints about the cycle hire scheme and Oyster card to ensure consistent reporting.	Director, Public Liaison	All complaints record the mode complained about, change being made to processes within TfL, which will mean changes to referral procedures and recording.	<b>In progress</b>
8	17.11.10	8	Seek editorial in targeted publications to increase complaints from under-represented passengers.	Communications Officer	To be considered at a future Transport Services committee meeting.	<b>In progress</b>
9	17.11.10	9.2	Arrange meeting between TfL Head of Inclusion and Equality and London TravelWatch to discuss inclusion issues.	Committee services	Action on hold pending outcome of Ofcom's recommendations on non-geographic phone numbers and feedback on implications of the removal of TfL's geographic information line.	<b>In progress</b>
10	17.11.10	10	Report to meeting of Consumer Affairs Committee on 25 January on passenger-facing changes to the London TravelWatch website.	Committee services	Report to be made at Consumer Affairs committee on 09.03.11.	<b>Complete</b>
11	18.2.10	8	To carry out a survey on whether staff were on gate lines at London Underground stations.	Members	Further action to be discussed.	<b>In progress</b>
12	21.9.10	C4	To issue a press release arguing that Oyster card anomalies, which result in higher fares, should be reimbursed to passengers.	Communications Officer	Unable to obtain passenger consent to publicise case: watching brief kept for similar cases arising in future to use.	<b>Complete</b>
13	30.11.10	7	To find out who provides the marshalls at marshalled taxi ranks	Committee Services	Information requested on 13 December 2010	<b>In progress</b>
14	30.11.10	7	To write to the PCO encouraging them to put more posters in London on taxi fares (especially at airports)	Committee Services	Information requested on 13 December 2010	<b>In progress</b>

No	Date	Minute	Action	London TravelWatch Owner	Status	Complete
15	30.11.10	10	To issue a press release on renewal of tickets, etc to enable passengers to get the best deal	Communications Officer	Money-saving advice news release issued on 23 December 2010.  Consumer/ money-saving advice part of website created, December 2010.	<b>Complete</b>
16	30.11.10	11	To raise the issue of Stratford being a joint station when the DLR extension opens	Director, Research and Development	Written to DfT 01.12.10 awaiting a response. Raised at a bilateral meeting with DfT Southeastern franchise manager – who said that it was a matter for the TOC	<b>In progress</b>