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**Secretariat memorandum**

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Agenda item: 5  
CAC005  
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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. Annex B shows the new design for information about London TravelWatch on buses.
- 3.3. 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	The two questionnaires are significantly different in length and content, and are currently not comparable. Any substantive changes would also impact on our existing Performance Indicators with the GLA. Therefore, I suggest this may be best discussed at a future meeting as a substantive item.	<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	Amended version requires finalisation, after which it will be posted as a new page on the website.	<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	This item is included on the agenda for the meeting of 15.06.11.	<b>Complete</b>
4	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	Cases are being regularly updated, and where chase-ups are sent to operators we are also contacting the complainant.	<b>Complete</b>
5	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>
6	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>

No	Date	Minute	Action	London TravelWatch Owner	Status	Complete
7	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>
8	30.11.10	7	To find out who provides the marshalls at marshalled taxi ranks	Committee Services	Taxi Marshalls are usually provided under the umbrella of local authority community safety partnerships. However, the staff employed are usually contracted and paid for by local taxi operators.	<b>Complete</b>
9	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	TfL to update the committee on this at the next meeting.	<b>In progress</b>
10	30.11.10 09.03.11	11 5.7	To raise the issue of Stratford being a joint station when the DLR extension opens	Director, Research and Development	Mike Dollin (DfT) stated that further meetings had been held on this point. He would report to the next meeting on whether the DfT could do anything further to progress this.	<b>In progress</b>
11	09.03.11	4	To keep under review reports of fraud relating to the cloning of credit cards used in ticket vending machines.	Director, Research & Development	Nothing further has been reported. BTP will monitor if necessary.	<b>Complete</b>
12	09.03.11	5.1	To confirm details of distribution of the How to Complain leaflet.	Communications Officer	The leaflet was sent to London TravelWatch MPs, councils, AMs, selected libraries and interest groups.	<b>Complete</b>
13	09.03.11	5.2	To confirm the outcome of Oftel's consultation on the use of non-geographic phone numbers.	Committee services	Oftel's consultation "Simplifying Non-Geographic Numbers" closed on 10.03.11. Subject to responses and legislation, Oftel proposes to implement any changes over the next two years.	<b>In progress</b>

No	Date	Minute	Action	London TravelWatch Owner	Status	Complete
14	09.03.11	5.3	To produce a form for staff and members to complete in order to keep track of LU staff availability on Underground gatelines.	Communications Officer, Director, Research & Development	Having considered this in detail, officers do not believe there is value in pursuing this action as the findings would not carry weight. Officers believe resources are best directed towards monitoring casework on this issue.	<b>Complete</b>
15	09.03.11	5.4	To issue a press release on the problem of being charged for a Zone 1 journey on Oyster when not travelling through Zone 1.	Communications Officer	Preparing for issue following launch of Oyster research.	<b>In progress</b>
16	09.03.11	8	To consider whether it would be beneficial to include additional information within the Casework Performance Report on 'exceptions', for example on the reasons for small numbers of cases not meeting targets.	Director, Public Liaison	Due to time constraints, we consider that it would not be feasible to do this in every case. However, where it raises issues that the Casework Manager or Director, Public Liaison believes it is important for members to be aware of, these will be included in the Casework Performance Report.	<b>Complete</b>
17	09.03.11	8	London TravelWatch and TfL to meet to discuss organisational changes within TfL and their implications for complaint handling.	Director, Public Liaison	TfL will be giving further consideration to how appeals complaints are handled in future in view of resource constraints. They have promised that any changes they propose to make will be discussed fully to ensure that a robust service is provided.	<b>In progress</b>
18	09.03.11	8	To approach the DfT on including London TravelWatch's details on the DfT website, alongside those of Passenger Focus.	Communications Officer	Awaiting reply to our request from the DfT.	<b>In progress</b>

No	Date	Minute	Action	London TravelWatch Owner	Status	Complete
19	09.03.11	8	To reorganise the Casework Performance Report so that all TOC cases would be listed together and subtotalled and then all TfL cases the same.	Director, Public Liaison	A revised version of this table is enclosed in the Casework Report	<b>Complete</b>
20	09.03.11	9	To brief members on the substantive issues being raised as complaints.	Director, Public Liaison	A flavour of the types of cases received is in the Casework Report	<b>Complete</b>
21	09.03.11	C1	To carry forward the issue of charter refunds into future agenda planning.	Committee services	A paper on this subject will be considered at the meeting of the Consumer Affairs committee on 15.06.11.	
22	09.03.11	C2	To issue a press release on London TravelWatch's position on Oyster Extension Permits.	Communications Officer	This was issued on 11.03.11.	<b>Complete</b>
23	09.03.11	C3	To research responsibilities for issuing tickets via machines at stations following online bookings when faults occur, redress for passengers and processes for passengers who lose a credit or debit card on which they have purchased tickets.	Director, Public Liaison	A paper on this subject will be considered at the meeting of the Consumer Affairs committee on 15.06.11.	<b>Complete</b>
24	09.03.11	C4	To remove London TravelWatch's number from bus posters (name and website to remain); to include the details for lost property on bus posters; to continue to press TfL in relation to its decision to move away from a non-geographic phone number and to encourage it to handle complaints better.	Director, Public Liaison	Our views on the content of posters and the continued use of 0845 numbers were brought to the attention of TfL. A copy of the revised poster is attached at Annex B and will be rolled out across the bus fleet in the next couple of months.	<b>Complete</b>


No	Date	Minute	Action	London TravelWatch Owner	Status	Complete
25	09.03.11	C4	To raise with TfL the possibility of clarifying the wording relating to London TravelWatch in the advertisement in the Metro.	Communications Officer	London TravelWatch has contacted TfL several times but has failed to receive satisfactory response to date.	<b>In progress</b>

## Annex B

### Poster for buses with revised wording about London TravelWatch

#### £50 penalty fare or prosecution

If you fail to show a valid ticket for the whole of your journey or a validated Oyster card - reduced to £25 if paid within 21 days



#### Buggy users welcome

However, please give priority to wheelchair users



#### No alcohol

Drinking alcohol or carrying open containers of alcohol is prohibited on this bus



#### CCTV cameras in operation

Images are being recorded in the interest of safety, security and crime prevention

This scheme is controlled by

#### Comments, complaints and suggestions

If you have a comment on the service, please contact London Buses:  
Website: [tfl.gov.uk](http://tfl.gov.uk)  
By phone: 0845 300 7000 (0800 to 2000) Monday to Friday

If you are not satisfied with London Buses' response you can contact London TravelWatch:  
Website: [www.londontravelwatch.org.uk](http://www.londontravelwatch.org.uk)  
In writing: London TravelWatch, 6 Middle Street London EC 1A 7JA

London TravelWatch will only take up cases after London Buses have been given the opportunity to reply.

Bus Registration:

#### Assaults

Our staff and passengers have the right to work or travel without fear of attack. We will always press for the strongest penalties against those who assault.

#### Travel information

For journey planning, times and fares on all transport in London, please call Transport for London 24 hour Travel Information.

Website: [tfl.gov.uk](http://tfl.gov.uk) 24 hour travel information: 0845 222 1234

You pay no more than 5p per minute if calling from a BT landline. There may be a connection charge. Charges from mobiles or other landline providers may vary.