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**Secretariat memorandum**

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Agenda item: 5  
CAC013  
Drafted: 14.09.11

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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 B**

<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 15.06.11	7 5.1	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	This will be considered at the meeting on 20.09.11.	<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 15.06.11	7 5.2	Investigate recording of complaints about the cycle hire scheme and Oyster card to ensure consistent reporting. Examine whether the casework report can disaggregate TfL complaints by mode, including the Cycle Hire scheme.	Director, Public Liaison	The Casework Report has been amended to provide the additional information about complaints by mode.	<b>Complete</b>
4	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>
5	17.11.10	9.2	Arrange meeting between TfL Head of Inclusion and Equality and London TravelWatch to discuss inclusion issues especially in relation to removal of TfL's geographic telephone information number.	Committee services	This issue will be considered at the meeting on 20.09.11.	<b>Complete</b>
6	30.11.10 15.06.11	7 5.3	To continue to encourage the PCO to put more posters in London on taxi fares (especially at airports).	Policy Officer	Officers to take this forward directly with the PCO to explain their concerns.	<b>In progress</b>

No	Date	Minute	Action	London TravelWatch Owner	Status	Complete
7	09.03.11	5.2	To confirm the outcome of Ofcom's consultation on the use of non-geographic phone numbers.	Committee services	This issue will be considered at the meeting on 20.09.11.	<b>Complete</b>
8	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	Issued on 14.09.11.	<b>Complete</b>
9 0	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	A meeting to discuss these proposals is planned for 15.09.11.	<b>In progress</b>
10	09.03.11 15.06.11	8 5.8	To approach the DfT on including London TravelWatch's details on the DfT website, alongside those of Passenger Focus.	Communications Officer	DfT website includes a link to Directgov, which then refers passengers to London TravelWatch.	<b>Complete</b>
11	09.03.11 15.06.11	C4 5.10	To raise with TfL the possibility of clarifying the wording relating to London TravelWatch in the advertisement in the Metro.	Chief Executive, Communications Officer	The wording on the ad has now been amended.	<b>Complete</b>
12	15.06.11	5.4	Write to TfL and Southeastern to encourage their support for joining of Stratford and Stratford International stations. Write to John Biggs AM seeking his support also. DfT to raise the issue again.	Chair	The DLR extension between Stratford and Stratford International is now opened so it is sensible to pause to assess whether this becomes a serious issue for passengers. London TravelWatch will continue to press for joining the stations if the opportunity arises.	<b>On hold</b>

No	Date	Minute	Action	London TravelWatch Owner	Status	Complete
13	15.06.11	5.5	Provide members with a list of libraries that have received the How to Complain leaflet and the total number of leaflets that have been distributed.	Communications Officer	The leaflet was sent to central libraries in Brent, City of London, Southwark, Lewisham, Wandsworth, Newham, Barking and Dagenham, Hillingdon, Hammersmith and Fulham, Westminster. Approximately 2,300 leaflets have been distributed.	<b>Complete</b>
14	15.06.11	5.6	Investigate possible research project relating to presence of London Underground staff on gatelines at stations.	Director, Research & Development	A discussion has taken place with London Underground on this project, to ascertain whether some or all of the material required is already collected by London Underground.	<b>In progress</b>
15	15.06.11	5.7	Report to members on ability to identify reasons for certain cases not meeting targets.	Director, Public Liaison	To be considered as part of the current casework database changes.	<b>In progress</b>
16	15.06.11	5.9	Suggest to TfL that posters on buses should include details of the number to call for lost property when the posters are next revised.	Director, Public Liaison	This issues has been raised with London Buses.	<b>Complete</b>
17	15.06.11	7	Highlight the appendix to report CAC007 (current passenger compensation arrangements by TOC) on the London TravelWatch website and consider a summer campaign to inform passengers of their entitlements.	Communications Officer	The website now updated, however a communications campaign on consumer rights is not in the current agreed workplan and so is not recommended at this time.	<b>Complete</b>

No	Date	Minute	Action	London TravelWatch Owner	Status	Complete
18	15.06.11	9	Report to members with any developments on roll-out of card-only ticket vending machines.	Director, Research & Development	Roll-out is complete, and has achieved some significant shifts of passenger activity from ticket offices to ticket vending machines, particularly at central London stations and main line terminals.	<b>Complete</b>
19	15.06.11	10	In any future review of franchises, to support retention of targets for dealing with correspondence	Director, Research & Development	This remains London TravelWatch policy.	<b>Complete</b>
20	15.06.11	10	The table on page 12 of the Casework Report to include the previous period's information for comparison purposes.	Director, Public Liaison	The Casework Report has been amended to provide this information.	<b>Complete</b>
21	15.06.11	12	Raise concerns about the online purchase of train tickets with Passenger Focus.	Director, Public Liaison	Passenger Focus have conducted their own research on this subject which was published in July 2011 and they continue to pursue this matter.	<b>Complete</b>