

---

**Secretariat memorandum**

Author: Sharon Malley

Agenda item: 5

TRS030

Drafted: 13.06.12

---

Matters Arising

**1 Purpose of report**

- 1.1. To record matters arising from previous meetings of the Transport Services committee and give progress on their resolution.

**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 five 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.

No	Date	Minute	Action	London TravelWatch Owner	Status	Complete
1	23.06.10 05.04.11 06.07.11 05.10.11	C2 5.2 5.1 5.1	To determine the number of complaints TfL receive from disabled passengers. To confirm the number of disabled passengers on TfL.	Policy Officer	TfL aims to publish the complaints data in the new financial year, although complaints from disabled passengers is not expected to be included in this data.	<b>In progress</b>
2	13.10.10 13.03.12	5 5.1	To monitor progress on arranging a meeting with the Ministers of Health and Transport.	Policy Officer	It may be possible to arrange a broad update meeting with the Minister for Transport.	<b>In progress</b>
3	05.04.11 06.07.11	11.2 5.4	To meet TfL's Red Route officer to conclude the issue of licensing pedicabs.	Policy Officer	The Policy Officer has met with TfL officers on this issue and the note of the meeting is being checked with TfL for factual accuracy before being issued.	<b>In progress</b>
4	13.03.12	5.2	Review implementation of Travel Support Card.	Executive Assistant	This is on the forward plan for consideration later in the year.	<b>Complete</b>
5	13.03.12	5.2	Put information about the Travel Support Card on London TravelWatch's website.	Communications Officer	This is now on the website under the 'links' section.	<b>Complete</b>
6	13.03.12	5.4	Review use of SMS or app information as an alternative to Countdown boards at bus stops.	Policy Officer	This has been added to the forward planning document.	<b>Complete</b>
7	13.03.12	7	Discuss issues arising from presentation at meeting with representatives from Greater Anglia franchise.	Policy Officer	This will be absorbed in the normal programme of meetings with Abellio.	<b>Complete</b>
8	13.03.12	8	Provide information on cost to TfL of insurance claims caused by poorly maintained roads and pavements as opposed to other cities.	Executive Assistant	Information on TfL's insurance claims is included below. TfL do not hold information about other cities.	<b>Complete</b>
9	13.03.12	9	Consider reviewing performance of Tramlink at future meeting.	Executive Assistant	This is being considered at the meeting of 19.06.12.	<b>Complete</b>

No	Date	Minute	Action	London TravelWatch Owner	Status	Complete
10	13.03.12	10	Consider at a future meeting the issue of providing real-time information to passengers about whether lifts at stations are in good working order.	Executive Assistant	This is on the forward plan for possible future consideration.	<b>Complete</b>
11	13.03.12	12	Respond to Chiltern Railway's proposed timetable change, setting out London TravelWatch's concerns.	Director, Policy & Investigation	Response sent 12.06.12.	<b>Complete</b>
12	13.03.12	C2	Consider a post-project appraisal of Henley's Corner at a future meeting.	Executive Assistant	This is on the forward plan for consideration later in the year.	<b>Complete</b>

Table provided by Transport for London relating to third party claims made in relation to highway defects.

Third Party Claims	2007/08	2008/09	2009/10	2010/11	2011/12
No. of compensation payments, per 100 lane km of road	6.7	9.5	7.3	9.0	7.5
Value of compensation payments, per 100 lane km of road (£)	37,946	36,748	54,322	63,029	70,495
Value of claims paid (£)	1,267,865	1,227,841	1,815,019	2,105,951	2,355,425
% of claims (number) successfully defended	69.1	65.0	69.6	63.0	71.9