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**Secretariat memorandum**

Author : Mark Donoghue

Agenda item 4  
TS026  
Drafted 17.2.10

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**Matters arising**

**1 Purpose of report**

- 1.1 To record responses to or further information received on, and/or of action that has arisen from, items tabled at previous meetings.

**2 Recommendations**

- 2.1. That the report is received for information.

**3 Information**

- 3.1. The current position with respect to items outstanding from previous meetings is detailed on the table at Annex A. Updates for inclusion in this report are invited 5 working days in advance of the meeting, in writing to the Committee Services team, rather than in person at the meeting.
- 3.2. Observations on the new pattern of service on the Circle line to be sent to the Senior Policy Officer (21.1.10, minute 3)

The Senior Policy Officer fed back comments by members and his own observations on the new pattern of service on the Circle line to London Underground on 27 January 2010.

- 3.3. To write to Chiltern Railways about their Christmas and New Year timetable and service information (21.1.10, minute 3)

The Senior Policy Officer wrote to Chiltern Railways on 27 January 2010 to raise concerns about the late notification of its services over the Christmas period. A copy is included in Annex B of this report.

- 3.4. To send a copy of the Dial-a-Ride membership form and demographic information (21.1.10, minute 7)

A copy of the eligibility requirements can be viewed on the Transport for London (TfL) website (<http://www.tfl.gov.uk/gettingaround/1187.aspx>). A copy of the application form for Dial-a-Ride can also be viewed on the TfL website (<http://www.tfl.gov.uk/assets/downloads/London-dial-a-ride-application-form.pdf>).

- 3.5. Feedback on the Transport for London performance report (21.1.10, minute 8)

The Senior Policy Officer incorporated comments by members before the final report was published on 1 February 2010.

- 3.6. To incorporate comments on the proposed response to the Better Rail Stations consultation (21.1.10, minute 9)

The Senior Policy officer incorporated comments by members before the finalised consultation was submitted to the Department for Transport on 29 January 2010.

- 3.7. To write to London Midland about their stakeholder engagement (21.1.10, minute 10)

The commentary from London Midland for inclusion in the National Rail Performance Monitoring Report Quarter 2 2009/10 was received before the letter was written.

#### **4 Equalities and inclusion implications**

- 4.1. None – report is for information only.

#### **5 Financial implications**

- 5.1. None – report is for information only.

#### **6 Legal powers**

- 6.1. 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.

## Annex A Transport Services Committee Matters Arising Report TS026

Meeting	Minute	Action	Stakeholder	London TravelWatch owner	Status
14.10.09	10	To provide details on how many passengers would have to change at Kennington for the Charing Cross branch of the Northern Line.	LUL	Committee Services	
14.10.09	C3	To find out where the 'What passengers want' survey is from, how it was carried out, sample size, etc.	London Buses	Committee Services	
21.1.10	3	Observations on the new pattern of service on the Circle line to be sent to the Senior Policy Officer, who would feed them back to London Underground.	London TravelWatch/London Underground	Members/Senior Policy Officer	<b>Complete</b> – see para 3.2 above
21.1.10	3	To report on the impact of the Southeastern Railway December 2010 timetable.	London TravelWatch	Senior Policy Officer	Verbal update at meeting.
21.1.10	3	To write to Chiltern Railways about their Christmas and New Year timetable and service information.	London TravelWatch	Senior Policy Officer	<b>Complete</b> – see para 3.3 above
21.1.10	4	i) To check the information passengers are given regarding the Tottenham Court Road bus diversions. ii) TfL to update information to passengers whose bus no longer entered Tottenham Hale station.	London Buses	Committee Services	
21.1.10	6	To organise a visit to the Waterloo and City line.	LUL	Committee Services	In progress
21.1.10	7	To send a copy of the Dial-a-Ride membership form and demographic information.	London Buses	Committee Services	<b>In progress</b> – see para 3.4 above
21.1.10	8	Comments on the Transport for London performance report to be sent to the Senior Policy Officer.	London TravelWatch	Members	<b>Complete</b> – see para 3.5 above
21.1.10	9	The Senior Policy Officer would incorporate comments on the proposed response to the Better Rail Stations consultation.	London TravelWatch	Senior Policy Officer	<b>Complete</b> – see para 3.6 above

21.1.10	10	The Policy Officer would write to London Midland about their stakeholder engagement.	London TravelWatch	Policy Officer	<b>Complete</b> – see para 3.7 above
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## Annex B

Graham Cross  
Business Development Director  
Great Central House  
Marylebone Station  
Melcombe Place  
London  
NW1 6JJ

27 January 2010

Dear Graham,

### **Chiltern Railways Christmas and New Year Timetable**

At a meeting between Chad Collins and London TravelWatch on 7 January 2010 the communication of the Christmas and New Year timetable was discussed. Chad Collins suggested that London TravelWatch wrote to you setting out our concerns and how we would wish Chiltern Railways to publicise the information in the future.

Following a late publication of the 2007/8 Christmas and New Year timetable Chiltern Railways agreed in a meeting on the 15 Jan 2009 to address the issue for the next Christmas. Unfortunately, the timetable for this Christmas was also late in publication. The reasons behind this were discussed with Chad Collins, but London TravelWatch is concerned that publication of the information for passengers has been late in the month of December on both occasions.

What we recommend is that Chiltern Railways aligns its information publication date with Transport for London (TfL). TfL began its publicity on stations and on its website in the first week of December. For Christmas and New Year 2010/11 we would hope that Chiltern Railways could consider a similar approach.

Yours sincerely,

Rufus Impey  
Senior Policy Officer  
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