

Board current action matrix

As at 11 September 2012

No.	Meeting	Issue	Action	Owner	Due Date	Status
BM191	14/09/11	TOC complaint stats	Annual account of individual TOCs complaint results to be sent to Managing Directors.	Anthony Smith	June 2012	Letters have been sent to selected operators. Complete. Delete.
BM202	09/11/11	Diversity and inclusion Training	Date for Board attendance at Diversity and Inclusion training	Jon Carter	Jun 2012	Completed at June 2012 ME. Complete. Delete.
BM206	16/05/12	Work plan 2012-13	Include 2011-12 budget allocations without transition costs	Nigel Holden	June 2012	The management team agreed that the budget figures in Passenger Focus's 2012-13 work plan should stay as is. Complete. Delete
BM207	16/05/12	Transport Scotland - Future of ScotRail franchise report	Circulate to Board members	Mike Hewitson	June 2012	Emailed to Board on 21 June 2012. Complete. Delete.
BM208	16/05/12	Annual report and accounts	Make amendments identified at Audit Committee and Members meetings	Jon Carter	June 2012	Amendments have been made. Complete. Delete.