

Customer Service and Operational Performance Panel Actions List

Appendix

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(Reported to the meeting on 7 October 2021)

Actions from the meeting held on 14 July 2021

Minute No.	Item/Description	Action By	Target Date	Status Note
21/07/21 (1)	<p>Communication and Stakeholder Engagement during the Coronavirus Pandemic – Update: revised Conditions of Carriage</p> <p>The Panel requested further updates on the implementation and enforcement of the revised Conditions of Carriage at future meetings.</p>	Gareth Powell	October 2021	Complete. A note was circulated to Members on 29 September 2021.
21/07/21 (2)	<p>Communication and Stakeholder Engagement during the Coronavirus Pandemic – Update: High profile events</p> <p>Panel Members requested that their thanks be passed on to all TfL staff involved in the events [a rugby match at Twickenham, cricket at Lords, tennis at Wimbledon and the football matches at Wembley for the Euro 2020].</p>	Managing Directors	October 2021	Complete. The Panel's thanks were passed on.

Actions from previous meetings

Minute No.	Item/Description	Action By	Target Date	Status Note
07/02/21 (2)	<p>Assisted Transport Services Update: demand responsive bus trials Evaluation of the demand responsive bus trials was ongoing and would be shared with the Panel once complete.</p>	Joyce Mamode	December 2021	To be included as part of the paper scheduled for the December 2021 meeting of the Panel.
13/02/21	<p>Members' Suggestions for Future Discussion Items: Taxicard Members requested further details on Taxicard, specifically how TfL planned to map future demand and encourage those eligible to apply, when the information was available.</p>	Joyce Mamode	December 2021	To be included as part of the paper scheduled for the December 2021 meeting of the Panel.
16/11/20 (2)	<p>Communication and Stakeholder Engagement: Enabling the Recovery from Covid-19: Concessionary fares Members asked that information be provided to a future meeting on the engagement with different communities across London, noting that there was some anxiety about the permanent loss of concessionary fares.</p>	Mark Evers	October 2021	<p>Complete. In November 2020, TfL was discussing a funding settlement with government. There was a small possibility that there may be a potential loss of some concessionary schemes like the 18+, 60+.</p> <p>Following agreement with government, there has not been any permanent loss of concessions. The previous funding deal (14 May 2020) contained a condition that set out a temporary change, which meant that users of the Older Person's Freedom Pass, 60+ Oyster photocard and English National Concessionary Scheme could not use their passes during morning peak hours. This remains in place, but no additional conditions were included in the latest funding settlement.</p>

Actions from joint meeting with Safety, Sustainability and Human Resources Panel on 10 June 2020

Minute No.	Item/Description	Action By	Target Date	Status Note
23/06/2020 (SSRHP Minutes)	Quarterly Safety, Health and Environment Performance Report Members requested that air quality data be reviewed to understand the impact of the lockdown and to see how it could be used to inform planning going forward, particularly in encouraging greater levels of walking and cycling in the recovery phase.	Alex Williams	Ongoing	Complete. Air quality data is reviewed on an ongoing basis. The latest Travel in London report sets out the latest data on improving London's environment and air quality, and the effects of the coronavirus pandemic on air quality.