

**Date:** 20 October 2021

**Item:** Report of the Meeting of the Customer Service and Operational Performance Panel held on 7 October 2021

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**This paper will be considered in public**

**1 Summary**

1.1 This paper provides a summary of the items considered by the members of the Customer Service and Operational Performance Panel at its virtual meeting on 7 October 2021.

**2 Recommendation**

2.1 **The Board is asked to note the report.**

**3 Panel Agenda and Summary**

3.1 The papers for the meeting of the Panel held on 7 October 2021 were published on 29 September 2021 and are available on the [TfL website](#) with a link to the video recording of the meeting on [TfL's YouTube channel](#).

3.2 The main matters considered by the Panel were:

- (a) Customer Services and Operational Performance Report – Quarter 1 2021/22;
- (b) Bus Services to London's Hospitals;
- (c) Winning Back Our Customers; and
- (d) Enterprise Risk Update – Disparity Leading to Unequal or Unfair Outcomes (ER11).

3.3 A summary of the items considered is provided below. The more detailed minutes of the meeting will be published ahead of the meeting of the Panel on 7 December 2021.

**4 Issues Discussed**

**Customer Services and Operational Performance Report – Quarter 1 2021/22**

4.1 Members noted the Customer Services and Operational Performance Report. The report, first presented to the Panel in February 2020, had been

reintroduced as London moved into a period of recovery and increased mobility on TfL's network.

- 4.2 The report had been streamlined and restructured to better align with TfL's post-pandemic priorities, to comply with accessibility requirements and to avoid duplication of data shared in other quarterly reports.
- 4.3 Members welcomed the new report format and provided feedback on which data would give the Panel a greater insight into customer service and operational performance, such as Santander Cycle usage, air quality and bus speed data. The Director of Compliance, Policing, Operations and Security would also regularly attend future meetings of the Panel.
- 4.4 The Panel thanked staff for their efforts to keep the network operating, despite the impact of recent adverse weather conditions. It was noted that one month's worth of rain fell during the early hours of 5 October 2021, which caused flooding at Knightsbridge station. TfL staff had reopened the station quickly. As these events became more common, TfL was taking steps to limit the impact on the network.

#### **Bus Services to London's Hospitals**

- 4.5 Members noted an update on the progress made on the provision of bus services to London's hospitals.
- 4.6 Of the seven top priority actions identified in 2017, five had been completed and good progress had been made on one more. Of the eight lower priority actions, four had been completed and four were in progress.
- 4.7 It was difficult to determine to what extent the improved links to hospitals had resulted in passengers changing their mode of transport, particularly due to the impact of the coronavirus pandemic on all travel patterns. It was estimated that each one per cent increase in service volume resulted in a 0.6 per cent increase in demand.
- 4.8 The Panel thanked the team for their work and noted that the work done prior to the pandemic played a crucial role in enabling key workers to get to work.

#### **Winning Back Our Customers**

- 4.9 Members noted an update on the actions TfL was taking to win customers back to public transport and encourage them to make more extensive use of walking and cycling facilities.
- 4.10 Customer feedback highlighted that customers wanted to travel on a network that was safe, clean and orderly. TfL had responded by making the wearing of face coverings a condition of carriage; carrying out visible cleaning across the network; running a near full service to ensure customers could continue to turn up and go; providing customers with information about travelling during quieter times via the TfL Go app; and using marketing campaigns to promote our safety measures and reassure customers.

- 4.11 Many Londoners had said that they would use public transport more when they had a reason to travel. TfL was encouraging travel via a marketing campaign to promote what makes London a great place to live, work and visit.
- 4.12 Face coverings played an important part in increasing customers' confidence. Legislation that mandated face coverings on public transport expired in July 2021 and so TfL was no longer able to enforce face coverings using criminal sanctions. TfL had made wearing a face covering a condition of carriage, which allowed TfL to refuse entry to the network. The latest research showed that over 90 per cent of customers knew that wearing a face covering was a condition of carriage and 72 per cent reported that they did so on a regular basis. Members supported customers being encouraged to wear a face covering to normalise being considerate of other passengers.
- 4.13 Nine key areas of focus had been identified to encourage customers back to the public transport network. Further information on these would be presented at future meetings of the Panel.

#### **Enterprise Risk Update – Disparity Leading to Unequal or Unfair Outcomes (ER11)**

- 4.14 Members noted an update on how Enterprise Risk 11 was managed.
- 4.15 TfL's new Vision and Values were launched on 15 September 2021 and had been created from what our workforce said TfL's future should look like and how they said we should work together to achieve it.
- 4.16 An updated set of organisational equality objectives, which set out the actions TfL will take over the next four years, had been agreed and would be published during autumn 2021. A briefing for all Members on the Action for Inclusion Programme would be arranged ahead of its publication, which was scheduled for January 2022.
- 4.17 The Director of Diversity, Inclusion and Talent said it was important to consider how different schemes and interventions linked together, in order to understand the cumulative impacts on different communities.

#### **List of appendices to this report:**

None

#### **List of Background Papers:**

Papers submitted to the Customer Service and Operational Performance Panel on 7 October 2021

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