

**Customer Service and Operational Performance Panel Actions List
(Reported to the meeting on 7 December 2021)**

Appendix 1

Actions from the meeting held on 7 October 2021

| Minute No. | Item/Description | Action By | Target Date | Status Note |
|-------------------|---|------------------|------------------------|--|
| 31/10/21 | <p>Customer Services and Operational Performance Report – Quarter 1 2021/22: Data in quarterly reports The Panel asked whether data could be included that showed any differences between the different regions in London, whether that be between inner and outer London or other regional definitions.</p> | Vernon Everitt | Ongoing | To be included in future quarterly reports |
| 32/10/21 | <p>Bus Services to London’s Hospitals: modal shift survey At an appropriate time in the future, TfL would look to conduct a more structured survey to determine whether improved bus links had caused a modal shift. Analysis would be shared at a future meeting of the Panel.</p> | Bob Blitz | September/October 2022 | An update will be provided in the next annual update to the Panel. |
| 33/10/21 | <p>Winning Back Our Customers: key areas of focus Nine key, top level 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 and, where possible, would include differences between inner and outer London.</p> | Vernon Everitt | March 2022 | Updates will be provided at future meetings. |

| Minute No. | Item/Description | Action By | Target Date | Status Note |
|------------|---|-----------------|--------------------------------|---|
| 34/10/21 | <p>Enterprise Risk Update – Disparity Leading to Unequal or Unfair Outcomes (ER11): Inclusion Programme briefing</p> <p>A briefing for all Members on the Action for Inclusion Programme would be arranged ahead of its publication, which was scheduled for January 2022.</p> | Marcia Williams | December 2021/ January 2022 | A briefing will be arranged for late 2021/early 2022. |

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</p> <p>Evaluation of the demand responsive bus trials was ongoing and would be shared with the Panel once complete.</p> | James Mead | December 2021 | Complete. Information is included in the item on this agenda. |
| 13/02/21 | <p>Members' Suggestions for Future Discussion Items: Taxicard</p> <p>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> | James Mead | December 2021 | Complete. Information is included in the item on this agenda. |