

**Customer Service and Operational Performance Panel Actions List
(Reported to the meeting on 17 March 2022)**

Appendix 1

Actions from the meeting held on 7 December 2021

Minute No.	Item/Description	Action By	Target Date	Status Note
43/12/21	<p>Customer Services and Operational Performance Report – Quarter 2, 2021/22: Taxi and private hire vehicle complaints</p> <p>Members asked for a note to be provided on the reasons behind the increase in complaints relating to taxi and private hire vehicles.</p>	Helen Chapman	May 2022	Ongoing. A note is being prepared and will be shared ahead of the Panel's next meeting

Actions from previous meetings

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</p> <p>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>	Gareth Powell	Ongoing	To be included in future quarterly reports
32/10/21	<p>Bus Services to London's Hospitals: modal shift survey</p> <p>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.

Minute No.	Item/Description	Action By	Target Date	Status Note
33/10/21	<p>Winning Back Our Customers: key areas of focus</p> <p>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>	Gareth Powell	October 2022	Updates will be provided at future meetings.
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 the first half of 2022.</p>	Marcia Williams	March/April 2022	A briefing will be arranged ahead of publication.