

Board



Date: 27 July 2022

Item: Report of the Meeting of the Customer Service and Operational Performance Panel held on 13 July 2022

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 on 13 July 2022. The meeting was held virtually but all items on the agenda were for noting with the exception of the minutes of the last meeting. The meeting was webcast on TfL's YouTube channel to ensure the public and press could observe the proceedings.

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 13 July 2022 were published on 5 July 2022 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 Members of the Panel were:
- (a) Customer Services and Operational Performance Report – Quarter 4, 2021/22;
 - (b) Assisted Transport Services Update;
 - (c) Cycling Action Plan Update;
 - (d) Customer Safety and Security Update; and
 - (e) Enterprise Risk Update – Loss of Stakeholder Trust (ER6).
- 3.3 A summary of the items considered at the meeting is provided below. The more detailed minutes of the meeting will be published ahead of the meeting of the Panel on 4 October 2022.

4 Issues Discussed

Customer Services and Operational Performance Report – Quarter 4, 2021/22

- 4.1 Members of the Panel noted the report for Quarter 4, 2021/22, covering the period from 12 December 2021 to 31 March 2022, which outlined performance and our priorities.

Assisted Transport Services Update

- 4.2 Members of the Panel noted the work carried out to progress the Assisted Transport Services (ATS) strategy since the last update to the Panel on 7 December 2021. The ATS continued to adapt to support Londoners with reduced mobility during the ongoing coronavirus pandemic, as well as providing information on research into our customers to better understand their travel, and an update on the contact centre call waiting times and complaints.

Cycling Action Plan Update

- 4.3 Members of the Panel noted the annual update, which covered the latest trends in cycling and the proposed approach to updating the 2018 Cycling Action Plan.

Customer Safety and Security Update

- 4.4 Members of the Panel noted the overview of the key elements of the important work to tackle fare evasion and ticket fraud, which tackled the loss of vital revenues to TfL and denied Londoners investment in a safe, frequent and reliable transport network.
- 4.5 A pan-TfL Revenue Protection Programme (RPP) was established in 2019. It was a comprehensive programme covering design, ticketing policy, communications, behaviour change, operations, assessment and evaluation, and was informed by data and evidence of what worked. Following a pause due to the pandemic, the work of the RPP was reviewed and reprioritised to take account of changes in TfL's operations, customer travel patterns and behaviour and the constrained financial situation.
- 4.6 Members of the Panel noted that reducing fare evasion would be challenging as TfL continued to re-establish ticket checking and new norms of behaviour, and due to the increased potential for fare evasion arising from cost-of-living pressures. Efforts to reduce fare evasion and other revenue loss had always been important but was even more critical for TfL's recovery from the pandemic and achieving financial sustainability. Reducing fare evasion would also contribute to the work to tackle work-related violence and aggression and other transport crime and improve customer experience and confidence.

Enterprise Risk Update – Loss of Stakeholder Trust (ER6)

- 4.7 Members of the Panel noted the update on Enterprise Risk 6 – Loss of Stakeholder Trust. TfL operated in a highly complex stakeholder environment, in which it engaged with a wide range of external stakeholders who had the power to influence decision-making at local, regional, national and international levels.
- 4.8 This risk was explicitly focused on the management of relationships, reputation and communication. Managing other factors, such as the sustainability of TfL's funding sources, was covered elsewhere in the risk framework. The Panel noted how this risk was mitigated and how TfL sought to manage its stakeholder relationship in a way that created a virtuous circle of support. By engaging proactively with stakeholders, listening to, and acting upon their views, so that they were more likely to advocate for TfL.

List of appendices to this report:

None

List of Background Papers:

Papers submitted to the Customer Service and Operational Performance Panel on 13 July 2022

Contact Officer: Howard Carter, General Counsel
Email: HowardCarter@tfl.gov.uk