

## **Customer Service and Operational Performance Panel Actions List (Reported to the meeting on 4 October 2022)**

**Appendix 1**

### **Actions from the meeting held on 13 July 2022**

<b>Minute No.</b>	<b>Item/Description</b>	<b>Action By</b>	<b>Target Date</b>	<b>Status Note</b>
15/07/22 (1)	<b>Customer Services and Operational Performance Report – Quarter 4, 2021/22: Equality Impact Assessment</b> A full Equality Impact Assessment had been carried out on the impact of the proposed four per cent cuts to inner London bus services on travel access to hospitals and Alex Williams would send a copy of the document to Bronwen Handyside.	Alex Williams	July 2022	<b>Completed:</b> The link to the Equality Impact Assessment document was sent on 22 July 2022.
15/07/22 (2)	<b>Customer Services and Operational Performance Report – Quarter 4, 2021/22: Freedom Pass consultation</b> Alex Williams confirmed that he would look into and respond to Bronwen Handyside on the timings and purpose of the Equality Impact Assessment consultation on the proposed permanent restrictions to the Older Person's Freedom Pass, which was likely being conducted by London Councils.	Alex Williams	July 2022	<b>Completed:</b> Information on the Equality Impact Assessment consultation with targeted older people organisations and forums was sent on 22 July 2022.

Minute No.	Action By	Target Date	Status Note	
15/07/22 (3)	<b>Customer Services and Operational Performance Report – Quarter 4, 2021/22: dip in bus journey times</b> Andy Lord confirmed that he would look into and respond to Anne McMeel on the main drivers behind the dip in bus journey times in Quarter 4. One of the reasons may have been the impacts of the two storms that occurred in February 2022 during which TfL's bus network remained operational.	Andy Lord	September 2022	<b>Completed:</b> Information on the dip in bus journey times was sent on 26 September 2022.
15/07/22 (4)	<b>Customer Services and Operational Performance Report – Quarter 4, 2021/22: customer care metric</b> On the customer care metric, Mark Evers would circulate the core metrics data on disabled Londoners compared to the total for all Londoners to the Panel.	Mark Evers	September 2022	<b>Completed:</b> The core metrics data was sent on 26 September 2022.
16/07/22	<b>Assisted Transport Services Update: refreshed strategy and roadmap</b> Over the next six months, stakeholder and customer engagement would be carried out to gain their views on the future of ATS, with the aim of developing a refreshed ATS strategy and roadmap. An update on this work would be brought to the meeting of the Panel in December 2022.	Louise Cheeseman	December 2022	A paper is on the Panel's forward plan for the December 2022 meeting.

Minute No.	Action By	Target Date	Status Note	
17/07/22	<b>Cycling Action Plan Update: strategic cycling analysis map</b> Alexandra Goodship would send a copy of the strategic cycling analysis map to Anne McMeel, which analysed all the cycling trips and trip purposes and showed where the strongest potential and connections were. It included the links with outer London and connecting town centres and was used to prioritise investment moving forward.	Alexandra Goodship	September 2022	<b>Completed:</b> The strategic cycling analysis map was sent on 26 September 2022.
18/07/22	<b>Customer Safety and Security Update: chronic fare evasion</b> Siwan Hayward confirmed that there was a strong link between offenders of chronic fare evasion and wider criminality on the network. Chronic fare evaders were blatant and regarded as an anti-social behaviour issue. Sanctions were aimed at denying them use of the network entirely, not just penalty for unpaid fares. A pen portrait summary of chronic fare evaders and offender management profiles showing the overlap of behaviours, including the statistics on links with work-related violence, would be brought back to the meeting of the Panel in December 2022.	Siwan Hayward	December 2022	A paper is on the Panel's forward plan for the December 2022 meeting.

## Actions from previous meetings

Minute No.	Action By	Target Date	Status Note	
05/03/22 (1)	<b>Customer Services and Operational Performance Report – Quarter 3, 2021/22: customer care metrics</b> An update on the disaggregation of different demographics within the metric (TfL cares about its customers) would be shared at a future Panel meeting.	Mark Evers	September 2022	<b>Completed:</b> The customer care metrics data was sent on 26 September 2022.
05/03/22 (2)	<b>Customer Services and Operational Performance Report – Quarter 3, 2021/22: Bus Action Plan</b> A paper on the Bus Action Plan would be submitted to a future meeting of the Panel.	Alex Williams	December 2022	A paper is on the Panel's forward plan for the December 2022 meeting.
05/03/22 (5)	<b>Customer Services and Operational Performance Report – Quarter 3, 2021/22: electrified travel</b> Members requested a paper at a future meeting on TfL's strategy on electrified travel, such as e-scooters.	Alex Williams	March 2023	A paper is on the Panel's forward plan for the March 2023 meeting.
06/03/22	<b>Enterprise Risk Update – Major Service Disruption (ER3): lessons learned</b> A briefing would be provided on the lessons learned and good practice developed in dealing with the coronavirus pandemic.	Andy Lord	December 2022	A briefing on lessons learned from dealing with the coronavirus pandemic will be held after the Panel meeting in December 2022.
31/10/21	<b>Customer Services and Operational Performance Report – Quarter 1 2021/22: Data in quarterly reports</b> The Panel asked whether data could be included that showed any differences	Alex Williams	Ongoing	The structure of the report has been reviewed to align it to provide quarterly updates on scorecard metrics across our operations and customer metrics. The data for regional, inner and outer London is not available for all datasets in the report. We will review

Minute No.	Action By	Target Date	Status Note	
	between the different regions in London, whether that be between inner and outer London or other regional definitions.			which datasets that are available and endeavour to include this in future reports.
<b>32/10/21</b>	<b>Bus Services to London's Hospitals: modal shift survey</b> 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.	Bob Blitz	December 2022	Bus services to hospitals are being considered as part of the consultation on wider changes to bus services. An update on the outcome of that consultation will be brought to a future meeting.
<b>33/10/21</b>	<b>Winning Back Our Customers: key areas of focus</b> 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.	Alex Williams	March 2023	A paper is on the Panel's forward plan for the March 2023 meeting.
<b>34/10/21</b>	<b>Enterprise Risk Update – Disparity Leading to Unequal or Unfair Outcomes (ER11): Inclusion Programme briefing</b> 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.	Marcia Williams	December 2022	An update will be provided in the next annual update to the Panel.