

Customer Service and Operational Performance Panel Actions List (Reported to the meeting on 6 December 2022)

Appendix 1

Actions from the meeting held on 4 October 2022

Minute No.	Item/Description	Action By	Target Date	Status Note
28/10/22 (1)	<p>Customer Services and Operational Performance Report - Quarter 1, 2022/23</p> <p>A report on Operation London Bridge, including lessons learnt and sharing of best practice, would be submitted to a future meeting of the Panel.</p>	Alex Williams	December 2022	Completed: An update is included on the agenda.
28/10/22 (2)	<p>Customer Services and Operational Performance Report - Quarter 1, 2022/23</p> <p>In future reports the line graphs in the Customers section entitled 'TfL cares about its customers' would be in different colours.</p> <p>Survey methodology would be provided together with further details of: the demographic profile of customers, their reasons for choices in travelling, and an insight into any potential barriers to use of the network</p>	Mark Evers	December 2022	Completed: A Deep Dive report on the TfL Customer Care Matrix is included on the agenda.

Minute No.	Item/Description	Action By	Target Date	Status Note
28/10/22 (2)	<p>Customer Services and Operational Performance Report - Quarter 1, 2022/23</p> <p>Concerns were expressed over the underrepresentation of women across all the metrics, particularly since the coronavirus pandemic, and it was noted that work was underway to identify the reasons for this and to develop measures to improve the safety of women and girls on the network. The Panel requested further details of how these findings would influence decision making.</p>	Siwan Hayward	December 2022	Completed: An update is included on the agenda.
28/10/22 (3)	<p>Customer Services and Operational Performance Report - Quarter 1, 2022/23</p> <p>Regarding contact centres, Alex Williams would provide Peter Strachan with an update detailing progress to deal with peaks in demand, reflecting lessons learnt from the experience of demand surges in the previous year. He would also provide an update to Members regarding contractor staff at the contact centres.</p>	Alex Williams	November 2022	Completed: Written note provided to the Panel on 8 November 2022.

Minute No.	Item/Description	Action By	Target Date	Status Note
28/10/22 (4)	<p>Customer Services and Operational Performance Report - Quarter 1, 2022/23</p> <p>The Panel requested an update on the performance of the London Overground and the tram services, setting out the ongoing work to address performance issues. The Bus Action Plan would be submitted to a future meeting of the Panel (scheduled for March), and information on the express bus services would be included.</p>	Louise Cheeseman	December 2022	Completed: The issue of LO and tram performance will be picked up as part of presentation to the Panel on the Quarterly Customer Services and Operational Performance Report - Quarter 2, 2022/23.
28/10/22 (5)	<p>Customer Services and Operational Performance Report - Quarter 1, 2022/23</p> <p>In light of rising Covid-19 infection rates, especially during the winter months, encouraging the use of face coverings on public transport would be considered and an update would be provided to Members.</p>	Lilli Matson	November 2022	Completed: This will be picked up as part of updates to the Safety, Sustainability and Human Resources Panel.
28/10/22 (6)	<p>Customer Services and Operational Performance Report - Quarter 1, 2022/23</p> <p>Measures to mitigate noise nuisance on the Underground and its impact on customer journey experience would be considered and an update would be provided to the Panel.</p>	Glynn Barton	December 2022	Completed: An update is included on the agenda.

Minute No.	Item/Description	Action By	Target Date	Status Note
28/10/22 (7)	<p>Customer Services and Operational Performance Report - Quarter 1, 2022/23</p> <p>Initial consideration had been given to the merits of making recent Freedom Pass changes permanent, following the introduction of these changes in summer 2020 on a temporary basis. Alex Williams would provide Bronwen Handyside with details of the timing of the decision on this and how this will be communicated to customers.</p>	Alex Williams	February 2023	An update to Bronwen Handyside is pending.
28/10/22 (8)	<p>Customer Services and Operational Performance Report - Quarter 1, 2022/23</p> <p>TfL was exploring the impact of new working patterns on ridership, including gathering information from stakeholders, which will help inform future campaigns. An update would be provided to the Panel in due course.</p>	Alex Williams	March 2023	A paper is on the Panel's forward plan for the March 2023 meeting.
29/10/22	<p>Enterprise Risk Update - Asset Condition Unable to Support TfL Outcomes (ER12)</p> <p>Further consideration would be given to which TfL Committee or Panel would be best placed to scrutinise this risk in the future.</p>	Howard Carter	September 2023	Completed: Following the informal risk discussion with the TfL Board and Executive Committee in May 2022, Level 0 Enterprise Risks have been reviewed and updated. This is now a Level 1 risk and will feed into the new Enterprise Risk 6 - Deterioration of Operational Performance which is assigned to this Panel – an annual update will be provided, which is currently expected to be September 2023.

Actions from previous meetings

Minute No	Item/Description	Action by	Target Date	Status Note
16/07/22	<p>Assisted Transport Services (ATS) Update: refreshed strategy and roadmap 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.</p>	Louise Cheeseman	December 2022	Completed: An update is included on the agenda.
18/07/22	<p>Customer Safety and Security Update: chronic fare evasion 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.</p>	Siwan Hayward	March 2023	A paper is on the Panel's forward plan for the March 2023 meeting.

Minute No	Item/Description	Action by	Target Date	Status Note
05/03/22 (2)	<p>Customer Services and Operational Performance Report – Quarter 3, 2021/22: Bus Action Plan</p> <p>A paper on the Bus Action Plan would be submitted to a future meeting of the Panel.</p>	Louise Cheeseman	March 2023	A paper is on the Panel's forward plan for the March 2023 meeting.
05/03/22 (5)	<p>Customer Services and Operational Performance Report – Quarter 3, 2021/22: electrified travel</p> <p>Members requested a paper at a future meeting on TfL's strategy on electrified travel, such as e-scooters.</p>	Alex Williams	March 2023	A paper is on the Panel's forward plan for the March 2023 meeting.
06/03/22	<p>Enterprise Risk Update – Major Service Disruption (ER3): lessons learned</p> <p>A briefing would be provided on the lessons learned and good practice developed in dealing with the coronavirus pandemic.</p>	Glynn Barton	December 2022	Completed: A briefing on lessons learnt from dealing with the coronavirus pandemic will be held after the 6 December 2022 Panel meeting.
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>	Alex Williams	Ongoing	Completed: The report is being kept under review to ensure relevant information and insight is provided. The report is structured to ensure we consistently report on data that is available on a quarterly basis, whereas other data sets are collected on a different frequency.
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.</p>	Bob Blitz	June/July 2023	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.

Minute No	Item/Description	Action by	Target Date	Status Note
	Analysis would be shared at a future meeting of the Panel.			
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>	Alex Williams	March 2023	A paper is on the Panel's forward plan for the March 2023 meeting.
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>	Julie Dixon (previously Marcia Williams)	March 2023	<p>A briefing on Action on Inclusion will be offered prior to publication.</p> <p>Separate note: TfL have recently reviewed our Enterprise Risks and where they are reported and managed. Following review, the reporting level of this Enterprise Risk has been adjusted and is now being managed locally.</p>