

Board



Date: 7 December 2022

Item: Report of the Meeting of the Customer Service and Operational Performance Panel to be held on 6 December 2022

This paper will be considered in public

1 Summary

1.1 This paper provides a summary of the items to be considered by the Customer Service and Operational Performance Panel at its meeting to be held on 6 December 2022 (after the date that the papers for this meeting of the Board are published).

2 Recommendation

2.1 **The Board is asked to note the report.**

3 Place Agenda and Summary

3.1 The papers for the meeting of the Panel to be held on 6 December 2022 were published on 28 November 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 to be considered by the Panel are:

- (a) Customer Services and Operational Performance Report - Quarter 2, 2022/23;
- (b) Deep Dive on TfL Customer Care Metric;
- (c) Assisted Transport Services Update;
- (d) Operation London Bridge Update;
- (e) Tube Noise and Mitigations;
- (f) Customer Safety and Security;

3.3 A summary of the items to be considered is provided below. The more detailed minutes of the meeting will be published ahead of the meeting of the Panel on 9 March 2023.

4 Issues to be Discussed

Customer Services and Operational Performance Report - Quarter 2, 2022/23

- 4.1 The Panel is asked to note the Quarter 2 Customer Services and Operational Performance Report.

Deep Dive on TfL Customer Care Metric

- 4.2 At its meeting on 4 October 2022, the Panel requested more detailed information on the drivers of Care, why there are differences in perceptions of Care, and how it is used alongside other customer insight to guide our work. The Panel is asked to note a presentation that covers these topics.

Assisted Transport Services Update

- 4.3 The Panel is asked to note the paper outlining the work carried out to progress the Assisted Transport Services (ATS) strategy since the last update to the Panel on 13 July 2022. This includes the refreshed ATS Strategy and Roadmap for review.

Operation London Bridge Update

- 4.4 The Panel is asked to note the paper, which provides an update on how TfL managed Operation London Bridge, following the death of Her Majesty Queen Elizabeth II, including a summary of TfL's approach to planning for the event, the response and lessons learnt.

Tube Noise and Mitigations

- 4.5 At its meeting on 4 October 2022, the Panel requested more detailed information on Tube noise and mitigations. The Panel is asked to note a presentation on this matter covering different types of noise complaint and the causes and the challenges TfL face dealing with noise complaints. It also covers mitigations, the complaints handling process, communications and stakeholder engagement around noise issues.

Customer Safety and Security

- 4.6 The Panel is asked to note the paper providing an update on our work to improve the safety of women and girls while travelling in London.

List of appendices to this report:

None

List of Background Papers:

Papers submitted to the Customer Service and Operational Performance Panel on 6 December 2022

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