

**Customer Service and Operational Performance Panel Actions List  
(Reported to the meeting on 22 March 2023)**

**Appendix 1**

**Actions from the meeting held on 6 December 2022**

<b>Minute no.</b>	<b>Item/Description</b>	<b>Action by</b>	<b>Target Date</b>	<b>Status Note</b>
<b>38/12/22 (1)</b>	<p><b>Quarterly Customer Services and Operational Performance Report - Quarter 2 2022/23. Overground performance and fleet reliability.</b> The Panel would receive a more detailed update Overground performance, (including the work with Network Rail), and fleet availability on the London Underground, with an option to visit the Jubilee line depot.</p>	Glynn Barton	March 2023	<b>Completed.</b> An update on Overground performance is provided within the quarterly performance report. A site visit to the Jubilee line depot is scheduled for 14 March 2023.
<b>38/12/22 (2)</b>	<p><b>Quarterly Customer Services and Operational Performance Report - Quarter 2 2022/23: Bus Service 184.</b> Alex Williams would provide the Panel with details of the changes to the 184 bus service in Barnet.</p>	Alex Williams	January 2023	<b>Completed.</b> An update was sent to Panel members (on 10 January 2023) confirming the frequency of route 184 was reduced (in October 2022) from seven buses per hour (bph) Monday to Saturday daytimes to six bph, with no change to the additional school day-only journeys or on Sundays.

<p><b>38/12/22 (3)</b></p>	<p><b>Quarterly Customer Services and Operational Performance Report - Quarter 2 2022/23: Taxi and Private Hire complaints</b>  An update would be provided to the Panel on reasons behind the rise in taxi and private hire driver complaints.</p>	<p>Howard Carter</p>	<p>March 2023</p>	<p><b>In Progress.</b> The Licensing and Regulation Team are in the process of providing a written update for the Panel.</p>
<p><b>38/12/22 (4)</b></p>	<p><b>Quarterly Customer Services and Operational Performance Report - Quarter 2 2022/23: Appendix 1</b>  Appendix 1 to the report, the six-month Crime and Anti-Social Behaviour Report, which had been omitted from the papers in error, would be circulated to Members and published on the website after the meeting.</p>	<p>Secretariat</p>	<p>December 2022</p>	<p><b>Completed.</b> Published on the Panel's agenda webpages on 7 December 2022.</p>

39/12/22 (1)	<p><b>Deep-dive on TfL's "Care score" Future report</b>  More detailed information should be included in the quarterly report on care scores and an annual deep dive should be carried out with a view to looking at ways of increasing customer care scores.</p>	Mark Evers	July 2023	A paper on the 2022/23 Deep Dive is on the Forward plan for the July 2023 meeting.
39/12/22 (2)	<p><b>Deep-dive on TfL's "Care score": Benchmarking</b>  Mark Evers would share with the Panel, benchmarking data regarding customer care scores compared with other organisations.</p>	Mark Evers	March 2023	<b>In Progress.</b> An update is being prepared and will be available shortly.
39/12/22 (3)	<p><b>Deep-dive on TfL's "Care score"</b>  An update on the review of the customer care score metrics, which would include Value for Money, would be brought to the Panel in due course.</p>	Alex Williams	July 2023	See action 39/12/22 (1) above
40/12/22	<p><b>Assisted Transport Services Update:</b>  The Panel discussed the current pressures on the entire community transport services and the increase in</p>	Imogen Wescott/James Mead	July 2023	A paper is on the Forward plan for the July 2023 meeting.

	<p>demand on the ATS from changes in this sector. It was suggested that this matter should be raised with London Councils in addition to the issue of harmonising the eligibility criteria for Taxicards. Future reports should include information on these matters when next reported to the Panel.</p>			
<b>43/12/22</b>	<p><b>Customer Safety and Security: Statistics</b> TfL would be reporting annual statistics on sexual offences against taxi and private hire drivers in early next year, and this would be brought to the Panel.</p>	Siwan Hayward / Secretariat	February 2022	<b>Completed.</b> This matter falls within the remit of the Safety, Sustainability and Human Resources Panel, which received a briefing in February 2023 to which all Board members were invited. The statistics will be published later in 2023.

## Actions from Previous meetings

<p><b>28/10/22 (7)</b></p>	<p><b>Customer Services and Operational Performance Report - Quarter 1, 2022/23: Freedom Pass</b> 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 the Panel with details of the timing of the decision on this and how this will be communicated to customers.</p>	<p>Alex Williams</p>	<p>February 2023</p>	<p><b>Completed.</b> An update was reported to TfL Board on 1 February 2023 in relation to Mayoral Direction (MD3014), which made permanent revisions to the Older Persons' Freedom Pass and the 60+ London Oyster photocard from 18 January 2023.</p> <p>The change did not affect holders of the Disabled Persons' Freedom Pass on either TfL or National Rail services, where current acceptance would continue unchanged.</p>
<p><b>28/10/22 (8)</b></p>	<p><b>Customer Services and Operational Performance Report - Quarter 1, 2022/23: Ridership</b> 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>	<p>Alex Williams</p>	<p>March 2023</p>	<p><b>Completed.</b> Updates on ridership and trends will continue to be provided as part of the Quarterly Customer Service and Operational Performance Report.</p>

18/07/22	<p><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.</p>	Siwan Hayward	July 2023	A paper is on the Panel's Forward plan for the July 2023 meeting.
05/03/22 (2)	<p><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.</p>	Louise Cheeseman	March 2023	<b>Completed.</b> A paper is on the agenda.

<p><b>05/03/22 (5)</b></p>	<p><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.</p>	<p>Alex Williams</p>	<p>March 2023</p>	<p><b>Completed.</b> A paper is on the agenda.</p>
<p><b>32/10/21</b></p>	<p><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.</p>	<p>Bob Blitz</p>	<p>October 2023</p>	<p>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.</p>
<p><b>33/10/21</b></p>	<p><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.</p>	<p>Alex Williams</p>	<p>July 2023</p>	<p>Updates on progress are included in the Quarterly Customer Service and Operational Performance Report. From Quarter 1, 2023/24 this will include differences between inner and outer London.</p>

<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 2023.	Julie Dixon	March 2023	A briefing has been arranged for the Board.
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