

**Customer Service and Operational Performance Panel Actions List  
(To be reported to the meeting on 12 July 2023)**

**Appendix 1**

**Actions from the meeting held on 22 March 2023**

<b>Minute no.</b>	<b>Item/Description</b>	<b>Action by</b>	<b>Target Date</b>	<b>Status Note</b>
<b>05/03/23 (1)</b>	<b>Customer Service and Operational Performance Report – Quarter 3 2022/23: Tram depot visit</b> Glynn Barton would include a visit to the tram depot as part of the programme of Board visits.	Glynn Barton/ Secretariat	September 2023	Members have been invited to a depot tour in September 2023.
<b>05/03/23 (2)</b>	<b>Customer Service and Operational Performance Report – Quarter 3 2022/23: TfL Go app</b> An update would be provided on the development of TfL Go app including an update on the cycling app.	Alex Williams	July 2023	<b>Completed.</b> Papers on Digital Wayfinding for Cycling and the TfL Go app are on the agenda for this meeting.
<b>05/03/23 (3)</b>	<b>Customer Service and Operational Performance Report – Quarter 3 2022/23: Litter on the public realm around stations</b> Glynn Barton would look further into issues with litter on the public realm around stations under the control of third parties affecting TfL customers and provide an update to Members.	Glynn Barton	July 2023	<b>Completed.</b> TfL liaises with boroughs when issues of litter are raised; cleaning is undertaken through the boroughs as part of the Environmental Protection Act duties.

05/03/23 (4)	<p><b>Customer Service and Operational Performance Report – Quarter 3 2022/23: Elizabeth line ticketing</b></p> <p>Glynn Barton would report back on the ticketing arrangements for continuous travel between the Elizabeth line non-Oyster card zones (such as beyond West Drayton in Zone 6) to Oyster card zones, including the use of a Freedom Pass on such routes.</p>	Glynn Barton	July 2023	<p><b>Completed.</b> Paper tickets can be bought from ticket machines at all Elizabeth line stations for travel on the Elizabeth line (and beyond).</p> <p>On the Elizabeth line, all Oyster cards can be used for travel as far as West Drayton / Heathrow in the west and Shenfield / Abbey Wood in the east.</p> <p>Due to technical constraints, most Oyster cards are not valid for travel between West Drayton and Reading. However, Older Persons and Disabled Persons Freedom Passes and Veterans Oyster cards are accepted for travel between West Drayton and Reading. Customers wishing to travel to stations between West Drayton and Reading are advised to switch to pay as you go with contactless, where possible, or to buy a paper ticket covering their travel beyond West Drayton.</p> <p>Pay as you go on contactless cards and smart devices (eg mobile phones and watches) can be used throughout the Elizabeth line.</p> <p>Information on TfL's concessions and how and where to use them is available on our <a href="#">website</a>.</p>
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05/03/23 (5)	<b>Customer Service and Operational Performance Report – Quarter 3 2022/23: Traffic signal time savings work</b> Glynn Barton offered the Panel the opportunity to visit a nearby traffic junction to provide insights to the details of the traffic signal time savings work.	Glynn Barton	July 2023	In Progress. A visit for TfL Board Members is scheduled for 12 July 2023.
08/03/23	<b>Bus Action Plan Update</b> At the suggestion of the Chair, tracking information would be included in future reports setting out delivery against objectives.	Tom Cunnington	March 2024	This information will be included in the next update to the Panel, scheduled for March 2024.

#### Actions from previous meetings

Minute no.	Item/Description	Action by	Target Date	Status Note
38/12/22 (1)	<b>Customer Service 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	Howard Carter	October 2023	On the forward plan for the October 2023 meeting.
39/12/22 (1)	<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.	Mark Evers	October 2023	On the forward plan for the October 2023 meeting.

Minute no.	Item/Description	Action by	Target Date	Status Note
39/12/22 (2)	<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.	Mark Evers	TBC	In Progress. Most recent benchmarking was significantly influenced by the coronavirus pandemic and is not reflective of current circumstances. New analysis is planned and will be shared in due course.
39/12/22 (3)	<b>Deep-dive on TfL's "Care score": Update</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.	Alex Williams	October 2023	See action 39/12/22 (1) above.
40/12/22 (1)	<b>Assisted Transport Services Update</b> The Panel discussed the current pressures on the entire community transport services and the increase in 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.	Imogen Wescott/ James Mead	July 2023	<b>Completed.</b> A paper is on the agenda for this meeting.

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18/07/22	<p><b>Customer Safety and Security Update: chronic fare evasion</b></p> <p>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	<b>Completed.</b> A paper is on the agenda for this meeting.
32/10/21	<p><b>Bus Services to London's Hospitals: modal shift survey</b></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. Analysis would be shared at a future meeting of the Panel.</p>	Bob Blitz	March 2024	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 as part of future Bus Action Plan updates.

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33/10/21	<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	October 2023	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.
34/10/21	<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	<b>Completed.</b> A briefing was provided to TfL Board Members on 29 March 2023.