

Board



Date: 25 July 2023

Item: Report of the Meeting of the Customer Service and Operational Performance Panel held on 12 July 2023

This paper will be considered in public

1 Summary

- 1.1 This paper provides a summary of the items considered by the Customer Service and Operational Performance Panel on 12 July 2023.

2 Recommendation

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

3 Panel Agenda and Summary

- 3.1 The papers for the meeting of the Panel held on 12 July 2023 were published on 4 July 2023 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 considered by the Panel were:

- (a) Customer Service and Operational Performance Report – Quarter 4, 2022/23;
- (b) Cycling Action Plan 2;
- (c) TfL Go Update;
- (d) Digital Wayfinding for Cycling;
- (e) Customer Safety and Security Update;
- (f) Hate Crime Campaign;
- (g) Assisted Transport Services Update; and
- (h) TfL - Summer Preparedness 2023.

- 3.3 A summary of the items considered is provided below. The more detailed minutes of the meeting will be published ahead of the meeting of the Panel on 4 October 2023.

4 Issues Discussed

Customer Service and Operational Performance Report – Quarter 4, 2022/23

- 4.1 The Panel noted the report for Quarter 4 of 2022/23 (11 December 2022 to 31 March 2023) which outlined performance and TfL priorities. The Panel welcomed the recovery in ridership levels across the network and discussed the customer care scores and the accessibility of TfL's network to disabled customers, including progress with the step-free access programme. The Panel also discussed changes in travel patterns and the work on developing a strategy in respect of electrified travel devices. Requests were made for the Panel to receive further information in a number of these areas.

Cycling Action Plan 2

- 4.2 The Panel noted the updated Action Plan, which superseded the first Cycling Action Plan published in 2018. The plan had a particular focus on increasing cycling levels and breaking down the barriers to cycling, especially among under-represented groups.
- 4.3 Members highlighted the target of significantly increasing cycling journeys per day by 2030. The Panel would receive further details regarding the funding to support the delivery of schemes to achieve the target, including details of the nature of the 50 projects in development listed in the report, as part of the short-term delivery programme.
- 4.4 TfL were working towards extending the network by 2041 to outer London. The Panel discussed the merits of creating an 'outer London super loop', and an orbital route for outer London. Members also noted the merits of providing different types of cycling routes to suit varying customer needs, including routes through quieter streets and routes for commuters. Officers would investigate the possibilities and provide further details of the schemes in development at an appropriate time.

TfL Go Update

- 4.5 The Panel noted the update on development of the TfL Go journey planner app. The app offered a modern digital experience that was inclusive and customer centred. Work was underway to provide further improvements to the system, with the overall aim of providing step by step instructions, catering for all needs, covering all journey modes including Network Rail routes.
- 4.6 The Panel sought clarity regarding the availability of information on quieter routes at particular times. It was also discussed whether the TfL Go app should include journey options for Assisted Transport Services (ATS) customers, and that it should sign-post customers with accessibility needs to services. The team would further explore this.

Digital Wayfinding for Cycling

- 4.7 The Panel noted the update on the development of digital wayfinding for cycling. In July 2022, a TfL led Digital Wayfinding Summit created the initial spur to action for TfL and third-parties to improve digital wayfinding systems for cycling. Since then, TfL was continuing to improve route choice for cycling in the TfL Go app, as well as working with third-party travel planning partners apps including Google Maps and Citymapper.
- 4.8 TfL and partners were also exploring ways of improving the data set, to identify such features as chicanes in streets, that might present problems to customers with accessibility issues.
- 4.9 The Panel sought clarity on the availability and provision of data on the nature of streets to help customers plan their journeys (such as details of suitable commuter routes and more scenic quieter routes for leisure journeys) and officers would provide further information on this.

Customer Safety and Security Update

- 4.10 The Panel noted the update on the important work to tackle fare evasion and ticket fraud. TfL had set an ambitious target to reduce fare evasion as it was a key priority given the impact on revenue, on the morale of colleagues, and on the safety and security of our network. The most recent estimate (2022/23) of fare evasion across all TfL public transport modes stood at 3.9 per cent. TfL figures still compared favourably to other transport networks. It was noted that the pan-TfL Revenue Protection Strategy would be published this year.
- 4.11 The performance strategy for each revenue team had been refreshed and several steps had been taken to prevent fare evasion. Best practice was shared with policing partners to support coordinated operations. Work was also underway to explore options to improve the design of the wide aisle style of gate at stations (which was the main access for chronic offenders) and increasing the use of Closed-Circuit Television to identify offenders and sharing this with investigation teams.
- 4.12 The Panel also noted the overview of the Crime and Anti-Social Behaviour six-monthly report, based on comparisons with the pre-coronavirus pandemic average. TfL worked closely with its policing partners on initiatives to reduce crime, including initiatives to address and prevent theft. TfL was also mindful of the impact of resourcing constraints on these partners. The rise in robberies was a cause of concern, although it was a London-wide problem and had escalated post-pandemic.

Hate Crime Campaign

- 4.13 In response to an action from the Board, the Panel noted the overview of reported incidents of hate crime on our network and the campaign to tackle this.

Assisted Transport Services Update

- 4.14 The Panel noted the update, which outlined the work carried out to progress the ATS strategy since the last update on 6 December 2022. This included the updated Roadmap. ATS continues to adapt to support Londoners with reduced mobility in the post pandemic world.
- 4.15 The Panel welcomed the Travel Mentoring System. It noted that the introduction of the new one-stop booking system should free up staff to devote more time to helping customers navigate the transport network and use the features on the TfL Go app. Work was underway to recruit new drivers for the service. The team was working hard to address barriers in this area and to increase the number of female drivers and address the shortfall.
- 4.16 The Panel suggested that future ATS updates should provide information on the work to help customers travel on the wider transport network.

TfL - Summer Preparedness 2023

- 4.17 The Panel noted an overview of TfL's preparedness for summer 2023.
- 4.18 TfL Operations Command and Control response is managed through the Network Management Resilience Directorate's two Control Centres: The Network Management Control Centre and the London Underground Control Centre. The update set out details of the Control Centres' approach to planning for hot and extreme weather, based on daily weather forecasts. It also set out the trigger levels and the nature of the communications with customers. The Panel noted the importance of the provision of water points around the transport network and suggested that customers should be sign posted to the nearest water point. It was confirmed that the team was looking at the possibility of introducing maps showing the routes with the coolest on-board temperatures.

List of appendices to this report:

None

List of Background Papers:

Papers submitted to the Customer Service and Operational Performance Panel on 12 July 2023

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