

**Customer Service and Operational Performance Panel Actions List  
(To be reported to the meeting on 4 October 2023)**

**Appendix 1**

**Actions from the meeting held on 12 July 2023**

<b>Minute no.</b>	<b>Item/Description</b>	<b>Action by</b>	<b>Target Date</b>	<b>Status Note</b>
16/07/23 (1)	<p><b>Customer Service and Operational Performance Report – Quarter 4, 2022/23: Performance Measures</b> The Panel noted details of the shift in contacts to call centres, away from the telephone to correspondence such as email. It was suggested that the report should also measure this.</p>	Emma Strain	December 2023	Officers will review how this is captured within the report, and how updates are provided to the Panel.
16/07/23 (2)	<p><b>Customer Service and Operational Performance Report – Quarter 4, 2022/23: Accessible Services</b> The Panel would further engage with the Assisted Transport Services team to gain a greater insight into the experience of customers with greater access needs on the network. The Panel would be provided with further information on the care scores for disabled TfL customers and the experiences of disabled Londoners who don't necessarily use TfL services.</p>	Emma Strain	October 2023	<b>Completed.</b> A Deep-dive on TfL's 'Care Score' paper is on the agenda for this meeting.

Minute no.	Item/Description	Action by	Target Date	Status Note
16/07/23 (3)	<p><b>Customer Service and Operational Performance Report – Quarter 4, 2022/23: Step-Free Access</b></p> <p>Details of the work to provide step-free access at 10 stations would be shared with all TfL Board Members, as well as the formula for assessing social deprivation, in identifying priorities for the programme.</p>	David Rowe	October 2023	<b>Completed.</b> A Step-Free Access Update paper is on the agenda for this meeting.
16/07/23 (4)	<p><b>Customer Service and Operational Performance Report – Quarter 4, 2022/23: Electrified Travel Devices</b></p> <p>TfL were developing a strategy on electrified travel devices and e-cycles. An update on this work and the cycle hire market would be brought to a future meeting of the Panel, covering changes in customer demand and also the problems around street clutter from discarded cycles.</p>	Glynn Barton	December 2023	A Future of E-bikes Contracting paper is on the Forward Plan for the December 2023 meeting.
16/07/23 (5)	<p><b>Customer Service and Operational Performance Report – Quarter 4, 2022/23: New Travel Patterns</b></p> <p>The Panel requested further details on new travel patterns.</p>	Glynn Barton/ Emma Strain	October 2023	<b>Completed.</b> Updates on changes in travel patterns will be highlighted in the report and covered off as part of updates given at this meeting.

Minute no.	Item/Description	Action by	Target Date	Status Note
17/07/23 (1)	<p><b>Cycling Action Plan 2: Cycling Targets</b> Members highlighted the target of growing cycling by a third to 1.6 million a day by 2030. The Panel would be provided with a further update regarding the intentions and assumptions behind the target.</p>	Christina Calderato/ Alexandra Goodship	September 2023	<b>Completed:</b> Written briefing circulated to the Panel Members on 25 September 2023.
17/07/23 (2)	<p><b>Cycling Action Plan 2: Cycleways</b> Members noted the merits of providing different types of cycleways to suit varying customer needs, including potentially routes through quieter streets, and suggested routes for commuters. Officers would investigate the possibilities and also provide further details of the 50 schemes in development, listed in the report, as part of the short-term delivery programme, at an appropriate time.</p>	Christina Calderato/ Alexandra Goodship	September 2023	<b>Completed:</b> Written briefing circulated to the Panel Members on 25 September 2023.

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18/07/23	<p><b>TfL Go Update: Accessible Services</b></p> <p>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.</p>	Shashi Verma	October 2023	<p><b>Completed.</b> TfL Go offers live station busyness information along routes, powered by depersonalised Wi-Fi connection data. In August 2023 we added additional busyness information to show typically busy times for each day of the week. We are also exploring predictive bus busyness information based on historical data.</p> <p>We will investigate the most appropriate way to integrate ATS information in the app (including, for example, highlighting taxi tanks at key interchanges). However we do not intend to integrate Dial-a-Ride booking functionality as the new digital service developed with Via will address specific customer needs.</p>
19/07/23 (1)	<p><b>Digital Wayfinding for Cycling: Route Information</b></p> <p>The Panel sought clarity on the availability and provision of data on the nature of routes, 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.</p>	Thomas Ableman	August 2023	<p><b>Completed.</b> Written briefing circulated to the Panel Members on 17 August 2023.</p>

Minute no.	Item/Description	Action by	Target Date	Status Note
19/07/23 (2)	<p><b>Digital Wayfinding for Cycling</b> An update on Digital Wayfinding for Cycling would be brought back to the Panel at an appropriate time</p>	Thomas Ableman	TBC	Item is on the Forward Plan.
20/07/23 (1)	<p><b>Customer Safety and Security Update: Crime Statistics</b> The report provided details of the crime statistics for the quarter by transport mode (such as London Underground and London Overground). Members requested that the crime statistics for the separate lines also be provided.</p>	Siwan Hayward	September 2023	<b>Completed.</b> Written briefing circulated to the Panel Members on 20 September 2023.
20/07/23 (2)	<p><b>Customer Safety and Security Update: Elizabeth line</b> The pre-pandemic average for measuring crime levels on the Elizabeth line should be reviewed to find an appropriate baseline given the date of the Elizabeth line's opening.</p>	Siwan Hayward	December 2023	Officers will address in the next six-month update.

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22/07/23	<p><b>Assisted Transport Services Update: Customer Support</b></p> <p>Members suggested that future ATS updates should provide information on the work to help customers travel on the wider transport network and that the team consider developing performance indicators for this area of work.</p>	James Mead	December 2023	Officers will address in the next six-month update.
23/07/23 (1)	<p><b>TfL – Summer Preparedness 2023: Water points</b></p> <p>It was suggested that customers should be sign-posted to the nearest water point around stations. Officers would look at this suggestion further.</p>	Emma Strain	October 2023	<b>Completed.</b> There are currently limited refill points on the TfL network due to complexities with installation and maintenance. Locations of these refill points can be found alongside other refill points in London the Refill app. We will work to get this signposted from our website.

### Actions from previous meetings

Minute no.	Item/Description	Action by	Target Date	Status Note
05/03/23 (1)	<p><b>Customer Service and Operational Performance Report – Quarter 3 2022/23: Tram depot visit</b></p> <p>Glynn Barton would include a visit to the tram depot as part of the programme of Board visits.</p>	Glynn Barton/ Secretariat	September 2023	<b>Completed.</b> A depot tour was held on 22 September 2023.

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08/03/23	<p><b>Bus Action Plan Update: Tracking information</b> At the suggestion of the Chair, tracking information would be included in future reports setting out delivery against objectives.</p>	Tom Cunnington	March 2024	This information will be included in the next update to the Panel, scheduled for March 2024.
38/12/22 (1)	<p><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.</p>	Helen Chapman	October 2023	<b>Completed.</b> A paper is on the agenda for this meeting on Taxi and Private Hire Vehicle Complaints Update
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	October 2023	<b>Completed.</b> A paper is on the agenda for this 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	October 2023	<b>Completed.</b> A paper is on the agenda for this meeting.

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39/12/22 (3)	<p><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.</p>	Alex Williams	October 2023	<b>Completed.</b> See action 39/12/22 (1) above.
32/10/21	<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>	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.
33/10/21	<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>	Alex Williams	October 2023	<b>Completed.</b> Updates on progress are included in the Quarterly Customer Service and Operational Performance Report, and updates on differences between inner and outer London will be provided where possible.