

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

16/07/23 (1) Customer Service and Operational Performance Report – Quarter 4, 2022/23: Performance Measures

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.

Action by Emma Strain

Target Date December 2023

Status Note

Officers will review how this is captured within the report, and how updates are provided to the Panel.

16/07/23 (2) Customer Service and Operational Performance Report – Quarter 4, 2022/23: Accessible Services

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.

Action by Emma Strain

Target Date October 2023

Status Note

Completed. A Deep-dive on TfL's 'Care Score' paper is on the agenda for this meeting.

16/07/23 (3) Customer Service and Operational Performance Report – Quarter 4, 2022/23: Step-Free Access

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.

Action by David Rowe

Target Date October 2023

Status Note Completed. A Step-Free Access Update paper is on the agenda for this meeting.

16/07/23 (4) Customer Service and Operational Performance Report – Quarter 4, 2022/23: Electrified Travel Devices
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.

Action by Glynn Barton

Target Date December 2023

Status Note A Future of E-bikes Contracting paper is on the Forward Plan for the December 2023 meeting.

6/07/23 (5) Customer Service and Operational Performance Report – Quarter 4, 2022/23: New Travel Patterns
The Panel requested further details on new travel patterns.

Action by Glynn Barton/Emma Strain

Target Date October 2023

Status Note Completed. Updates on changes in travel patterns will be highlighted in the report and covered off as part of updates given at this meeting.

17/07/23 (1) Cycling Action Plan 2: Cycling Targets

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.

Action by Christina Calderato/ Alexandra Goodship

Target Date September 2023

Status Note Completed: Written briefing circulated to the Panel Members on 25 September 2023.

17/07/23 (2) Cycling Action Plan 2: Cycleways

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.

Action by Christina Calderato/ Alexandra Goodship

Target Date September 2023

Status Note

Completed: Written briefing circulated to the Panel Members on 25 September 2023.

18/07/23 TfL Go Update: Accessible Services

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.

Action by Shashi Verma

Target Date October 2023

Status Note Completed. 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.

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.

19/07/23 (1) Digital Wayfinding for Cycling: Route Information

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.

Action by Thomas Ableman

Target Date August 2023

Status Note Completed: Written briefing circulated to the Panel Members on 17 August 2023.

19/07/23 (2) Digital Wayfinding for Cycling

An update on Digital Wayfinding for Cycling would be brought back to the Panel at an appropriate time

Action by Thomas Ableman

Target Date TBC

Status Note Item is on the Forward Plan.

20/07/23 (1) Customer Safety and Security Update: Crime Statistics

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.

Action by Siwan Hayward

Target Date September 2023

Status Note Completed: Written briefing circulated to the Panel Members on 20 September 2023.

20/07/23 (2) Customer Safety and Security Update: Elizabeth line

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.

Action by Siwan Hayward

Target Date December 2023

Status Note Officers will address in the next six-month update.

22/07/23 Assisted Transport Services Update: Customer Support

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.

Action by James Mead

Target Date December 2023

Status Note Officers will address in the next six-month update.

23/07/23 (1) TfL – Summer Preparedness 2023: Water points

It was suggested that customers should be sign-posted to the nearest water point around stations. Officers would look at this suggestion further.

Action by Emma Strain

Target Date October 2023

Status Note Completed. 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

05/03/23 (1) Customer Service and Operational Performance Report – Quarter 3 2022/23: Tram depot visit
Glynn Barton would include a visit to the tram depot as part of the programme of Board visits.

Action by: Glynn Barton/ Secretariat

Target Date: September 2023

Completed. A depot tour was held on 22 September 2023.

08/03/23 Bus Action Plan Update: Tracking information

At the suggestion of the Chair, tracking information would be included in future reports setting out delivery against objectives.

Action by: Tom Cunnington

Target date: March 2024

Status This information will be included in the next update to the Panel, scheduled for March 2024.

38/12/22 (1) Customer Service and Operational Performance Report – Quarter 2 2022/23: Taxi and Private Hire complaints
An update would be provided to the Panel on reasons behind the rise in taxi and private hire driver complaints.

Action by: Helen Chapman

Target Date: October 2023

Status Completed. A paper is on the agenda for this meeting on Taxi and Private Hire Vehicle Complaints Update

38/12/22 (1) Customer Service and Operational Performance Report – Quarter 2 2022/23: Taxi and Private Hire complaints
An update would be provided to the Panel on reasons behind the rise in taxi and private hire driver complaints.

Action by: Helen Chapman

Target date: October 2023

Status: Completed. A paper is on the agenda for this meeting on Taxi and Private Hire Vehicle Complaints Update

39/12/22 (1) Deep-dive on TfL's "Care score": Future report

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.

Action by: Mark Evers

Target date: October 2023

Status: Completed. A paper is on the agenda for this meeting.

39/12/22 (2) Deep-dive on TfL's "Care score": Benchmarking

Mark Evers would share with the Panel benchmarking data regarding customer care scores compared with other organisations.

Action by: Mark Evers

Target date: October 2023

Status: Completed. A paper is on the agenda for this meeting.

39/12/22 (3) Deep-dive on TfL's "Care score": Update

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.

Action by Alex Williams

Target date: October 2023

Status: Completed. See action 39/12/22 (1) above.

32/10/21 Bus Services to London's Hospitals: Modal shift survey

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.

Action by: Bob Blitz

Target Date: March 2024

Status: 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 Winning Back Our Customers: Key areas of focus

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.

Action by: Alex Williams

Target date: October 2023

Status Completed. 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.