

Board



Date: 18 October 2023

Item: Report of the Meeting of the Customer Service and Operational Performance Panel held on 4 October 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 at its meeting on 4 October 2023. The meeting was held virtually but all items on the agenda were for noting, except for the approval of the minutes of the last meeting.

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 4 October 2023 were published on 26 September 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 1, 2023/24;
 - (b) Deep-Dive on TfL's "Care Score";
 - (c) Elizabeth Line Performance;
 - (d) Step-Free Access Update; and
 - (e) Taxi and Private Hire Vehicle Complaints Update.
- 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 5 December 2023.

4 Issues Discussed

Customer Service and Operational Performance Report – Quarter 1, 2023/24

- 4.1 The Panel noted the report for Quarter 1 of 2023/24 (1 April to 24 June 2023) which outlined performance and TfL priorities. The Panel welcomed the continued recovery in ridership levels across the network, particularly the good progress that had been made with the delivery of the Superloop, which was a successful and valuable addition to the bus network. The Panel also discussed bus journey time performance. A report on bus ridership would be provided to the next Panel meeting.
- 4.2 Members discussed the performance issues on the Woolwich Ferry, which were mainly due to crew resourcing issues. Measures had been introduced to improve the availability of the service. Members requested a briefing on the challenges, to consider actions to improve performance. Officers also offered to arrange a site visit.
- 4.3 Other issues discussed included the work to attract more women to use TfL's transport services and the performance of Santander Cycles. At its meeting in December 2023, the Panel would receive an update on the future of e-bikes contracting.

Deep-Dive on TfL's "Care Score"

- 4.4 The Panel noted the update on TfL's "Care Score", which provided the latest insight into care trends.
- 4.5 TfL continued to work hard to study the evidence base and to further improve the customer care score. However, significant disparities in the score persisted for different customers. Most notable, between the experiences of male and female customers. The female care score was on average five per cent lower than for males. There were also differences in perceptions, between disabled Londoners who used TfL services, and those that did not. The Panel discussed the efforts to address these issues, how the lessons learnt informed decision making and the need for further action to make the network more accessible. The Deep-Dive on TfL's "Care Score" would be reported to the Panel on an annual basis.

Elizabeth Line Performance

- 4.6 The Panel noted the first update on the Elizabeth line operational performance covering the period since the introduction of the final staged opening timetable on 21 May 2023. An Elizabeth line update is also on the agenda for this meeting of the Board.
- 4.7 A significant focus remained on maximising performance and reliability, working collaboratively with all the parties helping to deliver the Elizabeth line, most notably Network Rail (NR) and MTR Elizabeth line.

- 4.8 The Panel heard from the Operations Director at NR about the nature of the interventions to its infrastructure to the west to improve service reliability and mitigate faults. Customer service satisfaction remained high and NR had introduced further measures to improve this.
- 4.9 The Panel requested further information on customer satisfaction levels, including for customers travelling outside of London. The Panel also commented on the need for improved wayfinding at certain stations, clearer information on the fares along the Elizabeth line route, and a review of train time announcements to standardise the service more consistently with other TfL services.

Step-Free Access Update

- 4.10 The Panel noted the update on London Underground step-free access, which provided an overview of the programme and next steps. In July 2023, TfL confirmed the 10 stations being assessed to understand the best way to deliver step-free upgrades. For each of the eight stations being taken through feasibility (Alperton, Arnos Grove, Eastcote, Finchley Road, North Acton, Rayners Lane, West Hampstead and White City), the team was developing single preferred options that could be taken to the next stage of design. At Burnt Oak and Northolt the previous designs were being reviewed, together with updated construction strategies, programmes and costs. This would facilitate the decision on whether to take one or both schemes into construction in 2024.
- 4.11 Progress continued to be made with a series of other improvements to provide step-free access at stations including at Leyton, Colindale, Knightsbridge, Paddington and Elephant & Castle.
- 4.12 It was noted that TfL had engaged with all London boroughs, at executive and leadership levels, regarding the allocation of Community Infrastructure Levy funding for step-free access. TfL continues to work with TfL's commercial property company to align priorities regarding step-free access.
- 4.13 The Panel supported the programme. It discussed the opportunities to maximise the provision of step-free access given the importance to customers in terms of improving the accessibility of the services and removing barriers to the use of services.

Taxi and Private Hire Vehicle Complaints Update

- 4.14 The Panel noted the update on volume and trends in complaints received regarding taxi and private hire vehicle (PHV) services. Driver behaviour, dangerous driving and fare complaints were the most common themes for customer complaints.
- 4.15 TfL was in a process of reviewing its complaints procedure to ensure the appropriate action was taken, including ensuring the statutory standards for taxi and PHV licensing were fully met.

4.16 The Panel sought further details regarding the number of complaints relating to the refusal to carry assisted animals, such as guide dogs, and the complaints process for this.

List of appendices to this report:

None

List of Background Papers:

Papers submitted to the Customer Service and Operational Performance Panel on 4 October 2023

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