

**Customer Service and Operational Performance Panel Actions List
(To be reported to the meeting on 5 December 2023)**

Appendix 1

Actions from the meeting held on 4 October 2023

| Minute no. | Item/Description | Action by | Target Date | Status Note |
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| 31/10/23 | <p>Matters Arising and Actions List: Crime Statistics In relation to Action 20/07/23 (1) Customer Safety and Security Update, the Panel would be provided with further information on crime statistics per transport mode and would consider a deep-dive on this matter.</p> | Siwan Hayward | December 2023 | Completed. Information is included in the paper on the agenda for this meeting. |
| 32/10/23 (1) | <p>Customer Service and Operational Performance Report - Quarter 1, 2023/24: Public campaigns In addition to running public information campaigns, Members suggested that TfL should place greater emphasis on campaigns aimed at attracting ridership back, including work to reach out to disabled customers, particularly in outer London. An informal briefing would be arranged for the Panel.</p> | Alex Williams | December 2023 | A briefing on Marketing Impact on Revenue has been scheduled to take place after the meeting. |

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| 32/10/23 (2) | <p>Customer Service and Operational Performance Report - Quarter 1, 2023/24 – Bus Ridership</p> <p>A paper on bus ridership, as well as the lessons learnt from the successful implementation of the Superloop and how this could be more widely applied would be prepared and submitted to a future meeting of the Panel.</p> | Alex Williams | Summer/ Autumn 2024 | <p>A Bus Ridership paper and a Superloop Monitoring paper are on the Forward Plan for the March 2024 meeting.</p> <p>The Superloop Monitoring update will provide an initial insight into phase 1 routes (SL8, SL6, SL7 and SL9) following their re-brand from existing services. The proposed routes that fall under phase 2 (SL10, SL1, SL2, SL4, SL5), have been consulted on. Subject to final decisions, these are planned to start entering service in a phased way from end November 2023 through to spring 2024. Given the new services will take time to bed-in and for us to gain a detailed picture around their implementation, ridership levels and lessons learnt, an update on phase 2 will be scheduled at the appropriate time in the 2024/25 financial year.</p> |

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| 32/10/23 (3) | <p>Customer Service and Operational Performance Report - Quarter 1, 2023/24: Woolwich Ferry</p> <p>An informal briefing would be arranged and the Panel would be offered a site visit.</p> | Glynn Barton | November 2023 | Completed. A site visit and briefing for Board Members was held on 22 November 2023. |
| 32/10/23 (4) | <p>Customer Service and Operational Performance Report - Quarter 1, 2023/24: Future Reports</p> <p>The cover paper for future reports would provide a brief update on any substantive issues between the end of the quarter that was the subject of the report and the publication of the paper for the meeting, to ensure that the Panel received up to date information.</p> | Alex Williams | February/March 2024 | A verbal update on substantial issues between the end of the quarter and the meeting will be provided. A written report will be prepared from Quarter 3 onwards. |
| 33/10/23 (1) | <p>Deep-Dive on TfL's "Care Score": Disabled Customers' Experience</p> <p>It was suggested that the team could work with the travel mentoring service, to gather more information on the experience of disabled customers, and to better understand the barriers to accessing the network. Mark Evers agreed to look at the channels available, to raise awareness of services and support available for disabled customers.</p> | Mark Evers | TBC | We are exploring opportunities with the Travel Mentoring team to share insight and raise awareness of their service offer. |

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| 33/10/23 (2) | <p>Deep-Dive on TfL's "Care Score": Disabled Customers Sample Size Further details would be provided on the sample size of the disabled customers surveyed.</p> | Mark Evers | December 2023 | <p>Each period at least 1,000 Londoners are surveyed as part of the fieldwork for our Customer Pulse survey. We ensure that the sample is representative of London. Approximately 20 per cent of respondents identify as being disabled. For more detailed analysis, we would consider multiple data periods to ensure robustness (e.g. if we were doing further splits on this data – say by age or gender).</p> |
| 33/10/23 (3) | <p>Deep-Dive on TfL's "Care Score": Confidence and Post Pandemic Experience for Disabled Customers Report TfL had carried out research called “Confidence and post pandemic experience for disabled customers” May 2022. A copy of the report would be provided to the Panel along with an executive summary.</p> | Mark Evers | December 2023 | <p>Completed. Copies of the research report, a text-only version, and a summary were circulated to Members with the papers for this meeting.</p> |
| 33/10/23 (4) | <p>Deep-Dive on TfL's "Care Score": Training Accreditation and Benchmarking Details would be provided to the Panel on TfL’s staff training accreditation programme and the benchmarking information for training.</p> | Glynn Barton | December 2023 | <p>Completed. All our colleagues are trained to support customers when things go wrong – this forms part of their competency training and development framework.</p> <p>We use TfL Cares to help identify areas to improve and compare</p> |

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| | | | | our service with other similar metros through COMET. |
| 33/10/23 (5) | <p>Deep-Dive on TfL's "Care Score": Report Frequency</p> <p>It was agreed that this report should be presented to the Panel on an annual basis, with a focus on the work to address the gaps in the scores.</p> | Mark Evers | October 2024 | Item is on the Forward Plan for the October 2024 meeting. |
| 34/10/23 | <p>Elizabeth Line Performance: Survey Disaggregation</p> <p>The Panel requested more granular details of the disaggregated survey results for customer experience, including those affecting customers travelling outside of London.</p> | Howard Smith | December 2023 | Completed. Information is included in the paper on the agenda for this meeting. |
| 36/10/23 (1) | <p>Taxi and Private Hire Vehicle Complaints Update: Assistance Animals and Taxicard Users</p> <p>The Panel sought further details on the number of complaints relating to the refusal to carry assistance animals, such as guide dogs, and the complaints process for this. Further information was also sought on the complaints process and the number of complaints from Taxicard users.</p> | Helen Chapman | December 2023 | A briefing note will be circulated to Members covering this item and 36/10/23 (2) below. |

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| 36/10/23 (2) | <p>Taxi and Private Hire Vehicle Complaints Update: Vulnerable Customers</p> <p>Further information would be provided on the ways vulnerable customers could contact TfL for all modes of transport, as well as information regarding the number of complaints and outcomes.</p> | Emma Strain | December 2023 | See 36/10/23 (1) above |

Actions from previous meetings

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| 16/07/23 (1) | <p>Customer Service and Operational Performance Report – Quarter 4, 2022/23: Performance Measures</p> <p>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. |
| 20/07/23 (2) | <p>Customer Safety and Security Update: Elizabeth line</p> <p>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 | Completed. Information is included in the paper on the agenda for this meeting. |

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| 22/07/23 | <p>Assisted Transport Services (ATS) 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.</p> | James Mead | December 2023 | Completed. Information is included in the paper on the agenda for this meeting. |
| 08/03/23 | <p>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.</p> | Tom Cunnington | March 2024 | This information will be included in the next update to the Panel, scheduled for March 2024. |
| 32/10/21 | <p>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.</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. |