

**Board**



**Date: 13 December 2023**

**Item: Report of the Meeting of the Customer Service and Operational Performance Panel to be held on 5 December 2023**

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**This paper will be considered in public**

## **1 Summary**

1.1 This paper provides a summary of the items to be considered by the Customer Service and Operational Performance Panel at its meeting on 5 December 2023 (on the afternoon of the date that the papers for this meeting of the Board are published).

## **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 to be held on 5 December 2023 were published on 27 November 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 to be considered by the Panel are:

- (a) Customer Safety and Security Update;
- (b) Assisted Transport Services Update;
- (c) Elizabeth Line Performance; and
- (d) Customer Service and Operational Performance Report – Quarter 2, 2023/24.

3.3 A summary of the items to be considered is provided below. The more detailed minutes of the meeting will be published ahead of the meeting of the Panel in March 2024.

## **4 Issues To Be Discussed**

### **Customer Safety and Security Update**

- 4.1 The Panel is asked to note an update on the important work to tackle fare evasion and ticket fraud. This year, TfL had further developed and embedded its approach to reducing the level of fare evasion across its services. An ambitious target was set to drive down fare evasion to below 1.5 per cent in the TfL Strategy. The approach tailors interventions to the specific patterns and methods of how people evade fares on each mode of travel, underpinned by common approaches across all modes to target evaders.

### **Assisted Transport Services Update**

- 4.2 The Panel is asked to note an update on the work carried out to progress the Assisted Transport Services (ATS) Strategy since the last update to the Panel on 12 July 2023. This includes the updated Roadmap for review and an update on how ATS continues to adapt to support Londoners with reduced mobility in the post coronavirus pandemic world.

### **Elizabeth Line Performance**

- 4.3 The Panel is asked to note its second update on the Elizabeth line operational performance covering the period from 20 August to 11 November 2023.

### **Customer Service and Operational Performance Report – Quarter 2, 2023/24**

- 4.4 The Panel is asked to note the report for Quarter 2 of 2023/24 (25 June to 16 September 2023) which outlines performance and TfL priorities.

### **List of appendices to this report:**

None

### **List of Background Papers:**

Papers submitted to the Customer Service and Operational Performance Panel on 5 December 2023

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