

**Customer Service and Operational Performance Panel Actions List  
(To be reported to the meeting on 5 March 2024)**

**Appendix 1**

**Actions from the meeting held on 5 December 2023  
252 10 23**

<b>Minute no.</b>	<b>Item/Description</b>	<b>Action by</b>	<b>Target Date</b>	<b>Status Note</b>
<b>44/12/23 (1)</b>	<b>Customer Safety and Security Update: Willesden Green station pilot to detect fare evasion</b> At the request of the Panel, Board Members would be provided with a briefing on the finding from the Willesden Green station pilot, including details on use of the wide aisle gate, compared to other gates, by fare evaders.	Siwan Hayward OBE /Secretariat	March 2024	<b>Completed.</b> An update was sent to Board Members on 26 February 2024 regarding the Willesden Green station pilot to detect fare evasion.
<b>44/12/23 (2)</b>	<b>Customer Safety and Security Update: Six-month Crime and Anti-Social Behaviour Report</b> An updated document would be published to correct errors in the report.	Siwan Hayward OBE /Secretariat	March 2024	<b>Completed.</b> An updated report was published on 26 February 2024.
<b>44/12/23 (3)</b>	<b>Customer Safety and Security Update: Nationwide Crime Trends</b> In relation to the 'TfL Service Crime and Nationwide Crime Trends', it was requested that year by year data was included in the six-monthly report.	Siwan Hayward OBE	June 2024	Information will be included in the Customer Safety and Security Update scheduled for the June 2024 meeting.

Minute no.	Item/Description	Action by	Target Date	Status Note
45/12/23 (1)	<p><b>Assisted Transport Services Update: New one-stop booking system</b></p> <p>The Panel requested a further update on the booking systems in the next report.</p>	James Mead	June 2024	Information will be included in the update to the Panel, scheduled for the June 2024 meeting.
45/12/23 (2)	<p><b>Assisted Transport Services Update: Road Map</b></p> <p>It was requested that the Assisted Transport Services Roadmap should be reviewed to identify which items could be delivered over the short and medium term.</p>	James Mead	June 2024	This information will be included in the next update to the Panel, scheduled for the June 2024 meeting.
47/12/23 (1)	<p><b>Customer Service and Operational Performance Report - Quarter 2, 2023/24: Weekday and weekend travel patterns</b></p> <p>Further information would be provided to the Panel regarding the travel patterns on the weekdays compared to the weekends.</p>	Alex Williams	March 2024	<b>Completed.</b> This forms part of the Bus Action Plan paper on the agenda for this meeting.
47/12/23 (2)	<p><b>Customer Service and Operational Performance Report - Quarter 2, 2023/24: Woolwich Ferry</b></p> <p>It was suggested that steps should be taken to improve wayfinding to the Elizabeth line station at Woolwich Arsenal. The Panel also highlighted the potential impact on the capacity of the ferry service from the opening of the Silvertown Tunnel, given the ferry was free to use. Members discussed the need to consider if a</p>	Alex Williams	TBC	Colleagues are still in the process of looking at Silvertown charging arrangements and will consider the issues raised by the Panel including issues raised around the Woolwich Ferry.

Minute no.	Item/Description	Action by	Target Date	Status Note
	charging regime should be introduced for the ferry. Officers were in the process of looking at the charging arrangements for Silvertown Tunnel and would further explore the issues raised by the Panel.			
<b>47/12/23 (3)</b>	<p><b>Customer Service and Operational Performance Report - Quarter 2 - , 2023/24: Santander Cycles hires</b></p> <p>The number of Santander Cycles hires was below target for the quarter. A paper was scheduled to be considered by the Panel on the cycle hire service, in view of the changes in demand in the market, including details of the uptake of pedal cycles and electric cycles, ahead of the contract re-let in 2025.</p>	Alex Williams	June 2024	An update will be provided as part of the Cycling Action Plan Update, scheduled for the June 2024 meeting.
<b>47/12/23 (4)</b>	<p><b>Customer Service and Operational Performance Report - Quarter 2, 2023/24: Piccadilly line Services</b></p> <p>In response to a question on reliability of the Piccadilly line, officers would look into the provision of real time information to passengers on delays.</p>	Nick Dent	March 2024	<p><b>Completed.</b> Real-time information is critically important to customers, especially during times of disruption. Service status updates are shared with customers through various channels including TfL Go, the TfL website, feeds to third party apps, and on-network electronic service update boards (sometimes called ESUBs or Rainbow boards). Timely communication of service disruption by operational colleagues is also critical. This is monitored continuously across stations and trains through our</p>

Minute no.	Item/Description	Action by	Target Date	Status Note
				mystery shopping programme. Performance at a line level is monitored regularly in performance meetings, with dips in performance a focus for our operational leadership teams.

### Actions from previous meetings

Minute no.	Item/Description	Action by	Target Date	Status Note
<b>32/10/23 (2)</b>	<p><b>Customer Service and Operational Performance Report - Quarter 1, 2023/24 – Bus Ridership</b></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	June/ October 2024	<p><b>Completed.</b> A Bus Ridership paper is on the Forward Plan for the June 2024 meeting.</p> <p>A Superloop Monitoring paper is on the Forward Plan for the June and October 2024 meeting</p>
<b>32/10/23 (4)</b>	<p><b>Customer Service and Operational Performance Report - Quarter 1, 2023/24: Future Reports</b></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	June 2024	A verbal update on substantial issues between the end of the quarter and the meeting will be provided at meetings. A written report will be prepared from Quarter 4 onwards.

Minute no.	Item/Description	Action by	Target Date	Status Note
33/10/23 (1)	<p><b>Deep-Dive on TfL's "Care Score": Disabled Customers' Experience</b>  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.
36/10/23 (1)	<p><b>Taxi and Private Hire Vehicle Complaints Update: Assistance Animals and Taxicard Users</b>  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	March 2024	<b>Completed.</b> A briefing note was sent to Board Members on 26 February 2024 covering this action and 36/10/23 (2) below.
36/10/23 (2)	<p><b>Taxi and Private Hire Vehicle Complaints Update: Vulnerable Customers</b>  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	March 2024	<b>Completed.</b> A briefing note was sent to Board Members on 26 February 2024 covering this action and 36/10/23 (1) above.

Minute no.	Item/Description	Action by	Target Date	Status Note
16/07/23 (1)	<p><b>Customer Service and Operational Performance Report – Quarter 4, 2022/23: Performance Measures</b></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	June 2024	Officers will review how this is captured within the report, and how updates are provided to the Panel.
08/03/23	<p><b>Bus Action Plan Update: Tracking information</b></p> <p>At the suggestion of the Chair, tracking information would be included in future reports setting out delivery against objectives.</p>	Tom Cunnington	March 2024	<b>Completed.</b> Information is included in the Bus Action Plan paper on the agenda for this meeting.
32/10/21	<p><b>Bus Services to London's Hospitals: Modal shift survey</b></p> <p>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	<b>Completed.</b> Bus services to hospitals are being considered as part of business as usual case-making for service changes. Information is included in the Bus Action Plan paper on the agenda for this meeting.