

Board Actions List (to be reported to the meeting on 6 March 2024)

Actions from the meeting held on 7 February 2024

Minute No.	Item/Description	Action By	Target Date	Status/Note
05/02/24 (1)	<p>Commissioner's Report: Bus Stations and Stands Review</p> <p>TfL was undertaking a review that initially focussed on safety at bus stations that had the busiest interactions. Once the initial review was completed, the option to broaden the review to look at busy bus stands would be considered. The review would also look at the public realm around bus stations and stands and any design issues at specific sites. A more detailed update would be brought to the Safety, Sustainability and Human Resources Panel.</p>	Glynn Barton	September 2024	<p>The Panel received an update on safety incidents at its meeting on 21 February 2024.</p> <p>An update will be provided in the Bus Action Plan paper scheduled for the September meeting of the Panel.</p>
05/02/24 (2)	<p>Commissioner's Report: Off-Peak Friday Fares Trial</p> <p>The Mayor had asked TfL to explore the feasibility of conducting a three-month trial whereby fares were made off-peak on Fridays. More details of the proposed trial would be shared with the Board when available.</p>	Alex Williams	TBC	This information will be provided to Members when available.
05/02/24 (3)	<p>Commissioner's Report: Taxi and Private Hire Vehicle Best Practice Guidance</p> <p>TfL's initial review of the Department for Transport (DfT) best practice guidance for taxi and private hire vehicle licensing authorities showed that it was aligned with many of the DfT recommendations but there were some which differed to TfL's approach and further consideration was being given to those. TfL was not responsible for the booking platforms which were outside of its regulatory remit but a wider discussion would be brought to the Safety, Sustainability and Human Resources Panel.</p>	Glynn Barton	September 2024	An update will be provided to the September meeting of the Panel.

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05/02/24 (4)	Commissioner's Report: Thamesmead Site Visit Board Members would be invited to attend a Thamesmead site visit and talk through the option plans.	Glynn Barton/ Alex Williams/ Secretariat	July 2024	A site visit will be arranged and all Board Members will be invited.
05/02/24 (5)	Commissioner's Report: Ultra Low Emission Zone (ULEZ) Report A ULEZ six-months on report showing the impact on air quality improvement and emissions data would be published in May 2024 and would be circulated to Board Members once available.	Alex Williams	May 2024	This information will be provided to Members when available.
06/02/24	Finance Report Quarter 3, 2023/24: Surplus Deficit Accounts Breakdown TfL closely monitored the surplus deficit accounts for each mode of transport and would include a breakdown of these in the forthcoming budget paper.	Rachel McLean/ Patrick Doig	March 2024	The TfL Budget 2024/25 paper is on the agenda for the 13 March 2024 meeting of the Finance Committee.

Actions arising from previous meetings

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83/12/23 (1)	Commissioner's Report: Investment in Bus Network in Outer London The Mayor's £6m investment to improve the outer London bus network was fully allocated and a list of the bus routes and changes to deliver that improvement would be provided to Members.	Alex Williams	February 2024	This information will be provided to Members shortly.
86/12/23	Travel in London 2023 Annual Overview Report: Demographics The report included information on the demographics on walking and cycling and Alex Williams would circulate details of the demographics for other transport modes.	Alex Williams	February 2024	This information will be provided to Members shortly.

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66/10/23 (3)	<p>Commissioner's Report: Impact on Safer Streets and Sustainable Journeys' Targets</p> <p>Members requested an update on the impact on the Mayor's Transport Strategy targets for safer streets and sustainable journeys, following recent Government announcements opposing 20 mile per hour speed limits and Low Traffic Neighbourhoods.</p>	Glynn Barton/ Lilli Matson	Ongoing	The Department for Transport's (DfT) reviews are continuing. We will remain engaged with the DfT. A further update will be provided as we gain clarity on the DfT's recommendations and subsequent publication.
50/07/23 (3)	<p>Commissioner's Report: Trauma Support for Staff</p> <p>Lilli Matson confirmed that TfL's Employee Support Programme provided direct and ongoing support and access to counsellors trained in dealing with trauma for staff who experienced traumatic events on the network. TfL also had a network of staff who offered support to colleagues. TfL was looking at how it could enhance this and bring in external advice to provide further support, which would be submitted to a future meeting of the Safety, Sustainability and Human Resources Panel for consideration.</p>	Lilli Matson	May 2024	An update will be provided in the Wellbeing Strategy paper scheduled for the May meeting of the Panel.

Minute No.	Item/Description	Action By	Target Date	Status/Note
50/07/23 (4)	<p>Commissioner's Report: Busyness Indicator Expansion Members noted the usefulness of the busyness indicator, available on London Overground trains, for accessibility and people who were uncomfortable or could not use a busy carriage. It was a common feature on many modern trains with the latest technology but would be a challenge to retrofit to the London Underground. Stuart Harvey confirmed that it was not featured on the new Piccadilly line trains, but he would discuss with Siemens if it was technically feasible to trial it, and use on the Elizabeth line trains, and would report back to the Board.</p>	Stuart Harvey	Ongoing	<p>Completed. Piccadilly line trains have the capability to measure weight (loading) on each bogie, however because each car does not have the same number of bogies, it's a complex issue.</p> <p>We have explored this requirement and the technical capability for real time passenger loading information really only unlocks with the delivery of Automatic Train Control under Stage 2 works. Any change now would be unlikely to deliver the required benefit and may impact the focus on delivering the new fleet and the programme that underpins it.</p> <p>We will continue to explore if this functionality can be adopted and pending the outcome will look to consider how best to achieve the required outcome.</p>

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52/07/23 (1)	<p>Safety, Health and Environment Annual Report 2022/23: Road User Safety</p> <p>Work was underway, including engagement with the Government and other stakeholders, to address road-culture issues so that all road users were aware of their own responsibilities and considered the safety of all other users. In June 2023, London Councils had agreed to take on a coordination role to ensure consistency across London on supporting micro-mobility, while ensuring hire bikes and scooters did not cause obstructions to pedestrians, and an update would be provided to the Safety, Sustainability and Human Resources Panel.</p>	Alex Williams	February 2024	<p>Completed. An update was included in the quarterly Safety, Health and Environment Report to the 21 February 2024 meeting of the Panel.</p>
52/07/23 (3)	<p>Safety, Health and Environment Annual Report 2022/23: Capturing Waste Heat</p> <p>Members discussed the complex work on capturing waste heat from TfL's services, including London Underground ventilation shafts, to provide a constant and reliable source of energy that could be used for nearby buildings. Market and stakeholder engagement were planned, with a proposition to be launched to the market later in the year. TfL would also have further discussions with the Government on how this work could be scaled up. A paper would be submitted to a future meeting of the Finance Committee.</p>	Lilli Matson	Late 2024/ Early 2025	<p>Our work continues to progress at a site in Southwark, with regular engagement underway between TfL and a potential delivery partner to establish the technical and commercial viability of any partnership. In addition, we recently undertook market engagement which has demonstrated that there remains an appetite to pursue TfL's Waste Heat opportunities and some further potential sites are being identified. TfL is actively engaged with the Government on the Heat Zoning regulations that are likely to come into</p>

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				force in 2025 along with the Advanced Heat Zoning Programme, both of which aim to accelerate the rollout of heat networks across the UK. Once the Government's Heat Zoning Strategy is published later in 2024, TfL will update the Finance Committee.
52/07/23 (4)	<p>Safety, Health and Environment Annual Report 2022/23: Benchmarking Environmental Targets</p> <p>It was recommended that TfL benchmark its environmental targets for construction and engineering decarbonisation, biodiversity and recycling against the wider industry and consider how it could narrow or close that gap.</p>	Lilli Matson	September 2024	An update will be provided in the Chief Operating Officer Corporate Environment Plan Progress paper scheduled for the September meeting of the Safety, Sustainability and Human Resources Panel.
53/07/23	<p>Finance Report, Quarter 1, 2023/24: Superloop Monitoring</p> <p>The Superloop investment would increase connectivity for outer London and had a monitoring framework that would enable the service to be developed and refined. The Customer Service and Operational Performance Panel would look at this in more detail.</p>	Alex Williams/ Glynn Barton	June 2024	An update will be provided in the Superloop Monitoring paper scheduled for the June meeting of the Panel.
36/06/23 (5)	<p>Commissioner's Report: Public Transport Credits Scheme</p> <p>Evidence from the earlier scrappage schemes showed that around one-third of recipients did not purchase a new vehicle. Members would be updated on the uptake of the improved public transport credits scheme in due course.</p>	Alex Williams	Ongoing	An update will be provided to Members when available.

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36/06/23 (8)	<p>Commissioner's Report: Future E-bikes Contracting</p> <p>TfL was meeting with London Councils to discuss the future contracting of e-bikes and consistent ways of managing the service across the city, which would be reported back to the Customer Service and Operational Performance Panel in due course.</p>	Alex Williams	2024	An update will be provided to the Panel when there is further clarity around ongoing discussions with stakeholders.
39/06/23 (2)	<p>Annual Update on 2022/23 Delivery of the Mayor's Transport Strategy: Sexual Harassment Campaign</p> <p>Feedback on the campaign would be provided to the Customer Service and Operational Performance Panel.</p>	Glynn Barton	March 2024	Completed. An update is included in the Update on TfL Programme to end Violence against Women and Girls paper to the 5 March 2024 meeting of the Panel.
39/06/23 (4)	<p>Annual Update on 2022/23 Delivery of the Mayor's Transport Strategy: Targets Dashboard</p> <p>Members requested that future reports include a dashboard, to easily identify where targets were on the right trajectory and where more work or different interventions were required.</p>	Alex Williams	June 2024	This will be addressed in the 2023/24 annual update scheduled for the 12 June 2024 meeting of the Board.
18/03/23 (3)	<p>Commissioner's Report: Green Infrastructure and Biodiversity Plan</p> <p>TfL already had a nature capital account for the estate which delivered over £300m of value to London through its natural benefits every year. The plan for green infrastructure and biodiversity would come forward later in 2023/24 and would be shared with the Board.</p>	Lilli Matson	February 2024	Completed. A briefing was held after the meeting of the Safety, Sustainability and Human Resources Panel on 21 February 2024. All Board Members were invited to attend.

<p>18/03/23 (4)</p>	<p>Commissioner's Report: Climate Adaptation and Business Planning</p> <p>The Climate Adaptation Plan outlined the substantial challenges and risks faced and work such as increasing sustainable drainage was underway, which needed to be mainstreamed into projects where possible. The business planning process would include consideration of the expenditure required.</p>	<p>Lilli Matson</p>	<p>2023/24</p>	<p>Completed. In the year since we published TfL's first Climate Change Adaptation Plan, we have worked hard to better understand our climate risk and embed adaptation into our processes and decision-making.</p> <p>All investment submitted within the Business Plan requires consideration of adaptation to climate change. This is a requirement of delivery. We have also embedded adaptation into the Strategic Outcomes Framework for capital projects and woven it into the Asset Management Objectives for renewals projects as part of our business planning process.</p> <p>In addition to this, dedicated funds have been assigned to take forward research and strategic management system improvements to further accelerate green</p>
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				<p>infrastructure and adaptation.</p> <p>It is important to note that like safety, adaptation must be embedded within TfL's projects and processes to be effective and there will be no end-point for adaptation as the context and climate are continually changing.</p>
22/03/23 (1)	<p>TfL Prudential Indicators 2023/24 to 2025/26: Debt Service Recovery and Interest Coverage Ratios</p> <p>Members asked if future papers could include an indication of what the debt service recovery issue was at the authorised limit and the Interest Coverage Ratio limits, to provide a better view of whether the limits were prudent. Only the statutory ratios were included but various other ratios were calculated as part of the paper and would be incorporated going forward, including in the Finance Committee papers.</p>	Patrick Doig	March 2024	An update will be provided in the TfL Prudential Indicators 2024/25 to 2026/27 paper on the agenda for the 13 March 2024 meeting of the Finance Committee.
05/02/23 (4)	<p>Commissioner's Report: Vision Zero Deep-Dive</p> <p>A deep dive discussion, including the broader system changes required to meet the Vision Zero targets, would take place at a future meeting of the SSHR Panel.</p>	Lilli Matson	September 2024	An update will be provided in the Road Risk Action Plan paper scheduled for the September meeting of the SSHR Panel.

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05/02/23 (8)	<p>Commissioner's Report: Cockfosters Station Housing Scheme</p> <p>TfL was waiting for a decision from the Secretary of State but it would be raised again with Tom Copley, Deputy Mayor for Housing at the Greater London Authority, to work to try to break the impasse. John Hall added that his understanding of the position was that the Government was waiting for another application from TfL.</p>	Alex Williams	Ongoing	<p>On 17 May 2023, the Secretary of State for the Department for Levelling Up, Housing and Communities decided not to call in the planning application for TfL's development by Cockfosters station and is instead content with the decision made by the local planning authority to approve the scheme.</p> <p>TfL has submitted a new section 163 application to the DfT which will need to be approved before construction can start.</p>
67/11/21 (3)	<p>Commissioner's Report: Safety for women and girls</p> <p>The impact of the comprehensive programme to improve safety for women and girls travelling on the network would be assessed and the outcomes would be considered at a future meeting of the Safety, Sustainability and Human Resources Panel.</p>	Matt Brown	March 2024	<p>Completed. An update is included in the Update on TfL Programme to end Violence against Women and Girls paper to the 5 March 2024 meeting of the Customer Service and Operational Performance Panel.</p>

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74/10/21	<p data-bbox="383 217 1167 320">Report of the Customer Service and Operational Performance Panel: Briefing on Action on Inclusion programme</p> <p data-bbox="383 328 1211 432">The Director of Diversity & Inclusion would develop a comprehensive inclusion programme and the Board would receive a briefing when the work was completed.</p>	Fiona Brunskill / Alex Williams	March 2024	<p data-bbox="1731 217 2096 646">Completed. Equity in Motion, our customer inclusion strategy, was launched on 2 February 2024 and circulated in advance to all Board Members. A paper is also on the agenda for the 5 March 2024 meeting of the Customer Service and Operational Performance Panel.</p>