

**Customer Service and Operational Performance Panel Actions List  
(to be reported to the meeting on 10 July 2024)**

**Appendix 1**

**Actions from the meeting held on 5 March 2024**

<b>Minute no.</b>	<b>Item/Description</b>	<b>Action by</b>	<b>Target Date</b>	<b>Status Note</b>
<b>05/03/24 (1)</b>	<b>Bus Action Plan Update: Superloop monitoring updates</b> Future updates on Superloop monitoring would include the costs-benefits of the service.	Tom Cunnington	July 2025	The service will need at least a year of operation to report the costs-benefits of the Superloop. This information will therefore be included in the update scheduled for the July 2025 meeting.
<b>05/03/24 (2)</b>	<b>Bus Action Plan Update: Bus routes to hospitals and university campuses</b> A written update would be provided to the Panel on the bus services to hospitals and the routes to outer London University campuses and sixth form colleges.	Nick Owen	July 2024/ March 2025	A briefing note was sent to Panel Members on 2 July 2024. An update will be provided to the Panel at the meeting on 13 March 2025 meeting covering bus routes to hospitals and university campuses.
<b>05/03/24 (3)</b>	<b>Bus Action Plan Update: Final version of action plan</b> A milestone should be added covering accidental pedal confusion to identify the risks of this. The milestones on green infrastructure would also be updated to set out specific biodiversity measures. Officers would circulate the final version of the action plan with the suggested milestones including details of the actions on green infrastructure.	Tom Cunnington	July 2024	<b>Completed.</b> The milestones have been updated and the updated Bus Action Plan Milestones was shared with Panel Members on 2 July 2024

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06/03/24	<p><b>Equity in Motion: Future reporting</b>  Progress reports would be presented to the Panel regularly, with the first in six months, including details of any barriers encountered in delivering projects. Individual topics of particular interest would be included on the agenda as and when necessary, for deep dive reviews and embedded into future reports</p>	Emma Strain / Secretariat	October 2024	On the Forward Plan for the meeting on 2 October 2024.
07/03/24	<p><b>Update on TfL Programme to end Violence against Women and Girls: Action plan</b>  The 2024/25 Action Plan would be brought to a future meeting of the Panel.</p>	Siwan Hayward OBE / Secretariat	December 2024	On the Forward Plan for the meeting on 3 December 2024.
08/03/24 (1)	<p><b>Enterprise Risk Update - Deterioration of Operational Performance (ER6): Mitigation against asset degradation</b>  A road map should be developed, detailing mitigations to achieve the target position in respect of asset conditions. Officers would provide an update to the Panel on this.</p>	Stuart Harvey	June 2024/ March 2025	<p>A paper on the Asset Management Strategy Update was considered at the meeting of the Programmes and Investment Committee on 26 June 2024.</p> <p>Information will be provided as part of the Enterprise Risk Update – Deterioration of Operational Performance (ER6) scheduled for the meeting on 13 March 2025.</p>

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08/03/24 (2)	<p><b>Enterprise Risk Update - Deterioration of Operational Performance (ER6): Coordination of work with the Programmes and Investment Committee</b></p> <p>It was agreed that the Chair of the Panel should meet with the Chair of the Programmes and Investment Committee to consider progress on managing the risk regarding asset degradation and to coordinate work in this area.</p>	Secretariat	June 2024/ March 2025	Covered by action 08/03/24 (1) above.
10/03/24	<p><b>Elizabeth Line Performance: Network Rail (NR)</b></p> <p>The Panel asked to receive details of the NR improvement plan at future meetings, as part of the update on performance, with attendance by a NR representative as appropriate.</p>	Howard Smith	July 2024	<b>Completed.</b> Information on the NR improvement plan is included in the Elizabeth line Performance paper on the agenda for this meeting.
11/03/24 (1)	<p><b>Customer Service and Operational Performance Report – Quarter 3, 2023/24: Dial-a-Ride booking system calls</b></p> <p>A written note would be provided on the reasons for the increase in the number of calls abandoned for the Dial-a-Ride service.</p>	Siwan Hayward OBE	March 2024	<b>Completed.</b> A briefing note was sent to Panel Members on 26 March 2024.
11/03/24 (2)	<p><b>Customer Service and Operational Performance Report – Quarter 3, 2023/24: Cycle Action Plan update</b></p> <p>The Panel was due to receive an update on the Cycle Action Plan at its next meeting in June 2024. At the</p>	Claire Mann	July 2024	<b>Completed.</b> Information is provided as part of the Santander Cycles Customer Hires paper on the agenda for this meeting.

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	request of the Panel, this would include information on take up for pedal cycle hire, compared to electric bike hire.			
11/03/24 (3)	<p><b>Customer Service and Operational Performance Report – Quarter 3, 2023/24: Responses to Youth Panel questions</b></p> <p>The Youth Panel had raised several issues on the report and a written response would be provided to the Youth Panel and copied to Members. Officers would also arrange a meeting for Ryan with relevant teams to look at areas of interest.</p>	Emma Strain/ Siwan Hayward OBE	June 2024	<b>Completed.</b> A written response was provided to Panel Members and the Youth Panel on 5 June 2024.

#### Actions from previous meetings

Minute no.	Item/Description	Action by	Target Date	Status Note
44/12/23 (3)	<p><b>Customer Safety and Security Update: Nationwide Crime Trends</b></p> <p>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.</p>	Siwan Hayward OBE	October 2024	Information will be included in the Customer Safety and Security Update scheduled for the meeting on 2 October 2024.
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	July 2024	<b>Completed.</b> Information is included in the Assisted Transport Services Update paper on the agenda for this meeting.

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45/12/23 (2)	<p><b>Assisted Transport Services Update: Roadmap</b> 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	July 2024	<b>Completed.</b> Information is included in the Assisted Transport Services Update 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> 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 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.</p>	Alex Williams	Ongoing	Our updated traffic modelling for the Silvertown Tunnel scheme does not indicate any material change in the levels of traffic using the Woolwich Ferry once the scheme is operational. However, we have established a comprehensive monitoring programme to ensure we can respond and address any unforeseen impacts arising from operation (such as changes to traffic signal timings). It should be noted that TfL operates the Woolwich Ferry pursuant to the Metropolitan Board of Works Act 1885 (the 1885 Act) which requires that the service is provided “free of tolls”.
47/12/23 (3)	<p><b>Customer Service and Operational Performance Report - Quarter 2 - , 2023/24: Santander Cycles hires</b> 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</p>	Alex Williams	July 2024	<b>Completed.</b> Information is provided as part of the Santander Cycles Customer Hires paper on the agenda for this meeting.

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	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.			
32/10/23 (4)	<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	July 2024	<b>Completed.</b> This information is included in the Customer Service and Operational Performance Report on the agenda for this meeting.
33/10/23 (1)	<p><b>Deep-Dive on TfL's "Care Score": Disabled Customers' Experience</b></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	July 2024	<b>Completed.</b> We have explored opportunities with the Travel Mentoring team to share insight and raise awareness of their service offer.

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16/07/23 (1)	<b>Customer Service and Operational Performance Report – Quarter 4, 2022/23: Performance Measures</b> 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.	Emma Strain	October 2024	Officers will assess how this is documented in the Customer Service and Operational Performance Report, as well as how updates are communicated to the Panel.