

Board



Date: 24 July 2024

Item: Report of the Meeting of the Customer Service and Operational Performance Panel held on 10 July 2024

This paper will be considered in public

1 Summary

1.1 This paper provides a summary of the items considered by Members of the Customer Service and Operational Performance Panel at its meeting on 10 July 2024. The meeting was inquorate but all items on the agenda were for noting except for the minutes of the last meeting.

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 held on 10 July 2024 were published on 2 July 2024 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 considered by the Members were:

- (a) Assisted Transport Services (ATS) Update;
- (b) Cycling Action Plan 2;
- (c) Santander Cycles Customer Hires;
- (d) Bus Ridership and Superloop Demand Monitoring;
- (e) London Transport Museum (LTM) – School Programmes;
- (f) Elizabeth line Performance;
- (g) Customer Service and Operational Performance Report – Quarter 4, 2023/24; and
- (h) Risk and Assurance Report Quarter 4 2023/24.

3.3 A summary of the items considered is provided below. The more detailed minutes of the meeting will be published ahead of the meeting of the Panel on 2 October 2024.

4 Issues Discussed

Assisted Transport Services Update

- 4.1 Members noted the work carried out to progress the ATS Strategy since the last update to the Panel on 5 December 2023. It also provided an update on how ATS continues to adapt to support Londoners with reduced mobility in the post coronavirus pandemic world.
- 4.2 Excellent progress continued to be made with operating the new online booking and scheduling system. The new booking app was proving to be popular with customers. Other key highlights were the continued growth in demand for Dial-a-Ride, the Taxicard service and the introduction of the Multi Occupancy Accessible Transport service across London.
- 4.3 Members welcomed and commended the work of the Travel Mentoring service and stressed the need to further promote this. Given the number of referrals to it by the NHS, it was suggested that the NHS be approached again to provide a contribution to the cost of the service.
- 4.4 The results of the customer satisfaction survey would be reported to the Panel. This would include a further breakdown of the growth in demand for ATS to show the split between new customers and existing customers making more trips.

Cycling Action Plan 2

- 4.5 Members noted the annual update on the Cycling Action Plan. The update focused on the latest trends in cycling and provided a summary of the key interventions and milestones achieved in the last 12 months, since the publication of the Cycling Action Plan 2.
- 4.6 Members noted the continued growth in cycling rates among all demographic groups, including the steady increase in cycling from those from Black and Ethnic Minority groups and households with an income under £20,000. It was suggested that officers consider working with minimum wage employers on the provision of facilities to support cycling and with cycle repair companies to provide their services in areas of deprivation.
- 4.7 TfL was also working to deliver several initiatives to further improve safety, such as driver awareness, and details of these would be provided in future reports.
- 4.8 Members requested that a breakdown be provided on the trends in demand between inner and outer London residents.
- 4.9 A further update would be provided to the Panel on micromobility and the progress with the introduction of legislation to regulate the activities. Members stressed the need for further action to address the problems with discarded hire cycles causing an obstruction on pavements, such as the provision of storage. In response to questions, officers suggested that TfL could look to review their training offer to the boroughs to cover micromobility

training and increase knowledge sharing. A Member also suggested that TfL consider working with boroughs to provide a contact number that the public and street wardens could use to facilitate the speedy collection of discarded cycles.

Santander Cycles Customer Hires

- 4.10 Members noted the summary of changes in demand of Santander Cycles customer hires within the market, including details of the uptake of pedal cycles and electric cycles, ahead of the contract re-let in 2025.
- 4.11 Demand among member hires remained strong but there had been a decline in non-member users, which could be due to competition, the changes in the tariffs, and customers experiences with the lack of contactless payment options. TfL had put in place measures to mitigate the decline in trade, such as a day pass with an unlimited trip option and the continuing roll out of e-bikes that had proven very popular. TfL had also carried out a wide range of marketing, including on social media, to target all age groups.

Bus Ridership and Superloop Demand Monitoring

- 4.12 Members noted the update on activities to attract more customers to the bus network and a summary of trends in bus journeys. The paper also provided the initial findings from the monitoring of the Superloop routes.
- 4.13 The bus network had continued to grow and the Superloop service, including the rebranded express services, had continued to outperform the general bus network. It was noted that good progress continued to be made with improving bus priority, through for example providing buses lanes.
- 4.14 Further updates would be reported to the Panel.

London Transport Museum – School Programmes

- 4.15 Members noted the overview of the LTM's School Programmes, including the positive impact of this work and ambitions for the future.
- 4.16 LTM, a wholly owned subsidiary within the TfL Group and a registered charity, aims to advance the heritage of transport in London and to educate the public about the role of transport in the life and work of London past, present and future. LTM delivers a range of programmes across London and works with schools to teach green skills.
- 4.17 Members recognised that this was a unique programme and were particularly impressed with the value of the work on teaching green skills in schools. They noted the merits of raising awareness of the benefits of this work to help expand the programme and secure additional funding from government.

Elizabeth line Performance

- 4.18 The Panel noted an update on Elizabeth line operational performance, including feedback on customer experience, covering Periods 12 and 13 of 2023/24 (4 February to 31 March 2024) and Periods 1 and 2 of 2024/25 (1 April to 25 May 2024).
- 4.19 Passenger numbers had continued to grow strongly and customer satisfaction levels remained high. Work was underway to fit aluminium filters to the fleet to prevent litter getting caught in the doors. Members requested that public information notices be provided to prevent littering. Officers would also explore the need for further signage at Heathrow to direct customers to the Elizabeth line services. Future updates to the Panel would provide details of service curtailments to Heathrow and ways to minimise these.
- 4.20 Challenges remained in relation to Network Rail infrastructure in the west. Network Rail had developed an improvement plan to address the challenges.
- 4.21 TfL was exploring adding some carefully positioned interventions at Ealing Broadway to improve customer experience when boarding and leaving the train, with a view to rolling out the learning on other platforms on the network with Network Rail.

Customer Service and Operational Performance Report – Quarter 4, 2023/24

- 4.22 Members noted the report for Quarter 4 of 2023/24 (10 December 2023 to 31 March 2024), which outlined performance and key priorities.
- 4.23 Ridership across the network had continued to improve with strong growth on the Elizabeth line. The Customer Care scores continued to improve.
- 4.24 It was requested that the format of the report be reviewed to focus on strategic performance issues. Consideration would also be given to providing a paper that covered key issues in the current quarter.
- 4.25 Officers were in the process of reviewing the data to look at the impact of the off-peak Fridays trial, and an update on this would be provided to a future meeting.
- 4.26 Further information would also be provided on the rise in complaints on the London Overground, TfL's policy on graffiti on trains and signal failures on the Piccadilly line.

Risk and Assurance Report Quarter 4 2023/24

- 4.27 Members noted the update on the status of and changes to Enterprise Risk 6 – Deterioration of Operational Performance. TfL had exceeded targets in relation to the audit plan which reviewed works against the risk.
- 4.28 The paper also set out details of audits completed in Quarter 4 of 2023/24. There had been continued focus on closing audit actions. The paper also

provided details of a fraud prosecution and an update on cancelled and deferred work in the quarter.

List of appendices to this report:

None

List of Background Papers:

Papers submitted to the Customer Service and Operational Performance Panel on 10 July 2024.

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