

**Customer, Sustainability and Operations Panel Actions List
(to be reported to the meeting on 2 October 2024)**

Appendix 1

Actions from the Customer Service and Operational Performance Panel meeting held on 10 July 2024

Minute no.	Item/Description	Action by	Target Date	Status Note
20/07/24 (1)	<p>Assisted Transport Services (ATS) Update: Engagement with the NHS 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.</p>	James Mead	July 2025	An update on the outline of the ATS Strategy work will be provided to the July 2025 meeting. This will include information on the outcome of exploring potential funding options with the NHS.
20/07/24 (2)	<p>ATS Update: Travel Mentoring Service and Young People Members suggested that the ATS should engage with members of the Youth Panel about how they have input into the Travel Mentoring service and with schools and further education colleges in the boroughs.</p> <p>A Member also suggested that consideration be given to recruiting volunteers, subject to undergoing necessary checks, to help provide support to the service.</p>	James Mead	<p>December 2024</p> <p>Ongoing</p>	<p>A Youth Panel member will be invited to a Travel mentoring bus day to see the work that is undertaken. Any feedback will be considered in the work being done to harmonise the bus day offering across London.</p> <p>A review of the options for using volunteers is underway, as part of the ATS strategy development.</p>

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20/07/24 (3)	ATS Update: Customer Satisfaction Survey It was noted that 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.	James Mead	March 2025	A breakdown of the growth statistics will be presented to the 3 December 2024 meeting, along with any initial customer satisfaction survey results. The full results will be available early 2025.
21/07/24 (1)	Cycling Action Plan 2: Inclusive Cycling It was suggested that officers should 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.	Alexandra Goodship	September 2025	<p>We are investigating the potential for doing this and how it could be funded. We will continue to support community led groups in areas of deprivation to support cycling through their walking and cycling grants.</p> <p>Santander Cycles piloted and continues to work with multiple Cycle to Work (C2W) scheme providers to offer an annual subscription to support low-income employees that would otherwise not be able to afford to take part in the C2W scheme. This has been very successful. C2W providers, including CycleScheme and Cycle Solutions, promote bike share schemes to lower paid employees. We have also expanded the number of C2W providers we work with to offer an affordable way to get into cycling.</p>

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21/07/24 (2)	Cycling Action Plan 2: Safety Initiatives Further details would be provided in the future reports on safety initiatives, including those around driver awareness.	Alexandra Goodship	July 2025	Information will be included on safety initiatives in the next annual update to the Panel.
21/07/24 (3)	Cycling Action Plan 2: Youth Panel's Questions Written responses would be provided to the Youth Panel's questions.	Secretariat	September 2024	Written responses will be provided shortly to the Youth Panel.
21/07/24 (4)	Cycling Action Plan 2: Trends in Demand Officers would provide further details of the trends in demand between inner and outer London.	Alexandra Goodship	December 2024	Information will be provided to Members or will be included in the next Travel in London report which will be published in December 2024.
21/07/24 (5)	Cycling Action Plan 2: Micro – Mobility Training/Discarded Cycles Officers suggested that TfL could look to review their training to the boroughs to cover micro-mobility 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.	Alexandra Goodship	September 2024	<p>Cycle training conducted in London uses the National Bikeability training syllabus. We will write to Bikeability to discuss how micro-mobility is included in the syllabus by the end of September 2024.</p> <p>At present, dockless e-bike rental is unregulated in the UK. This limits our input into how these services are run. Some dockless e-bike operators (Lime, TIER and Forest) have entered into individual agreements with boroughs to manage services with the borough or the operator responsible for</p>

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				<p>communicating the contact number for reporting discarded bikes.</p> <p>The requirements included in the e-scooter trial has resulted in a level of 95 per cent parking compliance, reported by operators as hires can only be ended within a designated parking bay, with mandatory response times for the operators to collect vehicles which have been damaged, abandoned, or improperly parked. Operators are also required to investigate all reports of poor parking and poor riding and take action to warn or ban accounts for such behaviour.</p> <p>A future paper on Micro-mobility is on the Forward Plan.</p>
22/07/24	<p>Santander Cycles Customer Hires: Social Media Activities</p> <p>TfL carried out a wide range of marketing to target all age groups including promoting services on social media. Officers would check to ensure that such initiatives as promotion of the app was picked up on these routes.</p>	Emma Strain	September 2024	<p>Completed. We analyse the performance of the social media content on a monthly and quarterly basis and have been working on improving this where possible. Current initiatives include exploring trend-led social-first content formats, provision of Cycle to Work Day commuter-focused content and leisure-focused content. These approaches perform better than other messages. We engage in a wide</p>

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				range of campaigns on social media including providing information on Instagram on areas such as commuting, leisure riders, beginner cyclists e-bike expansion and trend led content. We have content planned for targeting students in the next few weeks.
24/07/24	London Transport Museum (LTM) - School Programmes: Special Needs Schools In response to a request for further information, it was agreed that details of the number of special needs schools LTM worked with would be provided.	Fenella Goodhart	September 2024	Completed. For the financial year 2023/24, the LTM Schools programme reached 1,575 pupils with additional needs from 89 specialist education settings through programmes delivered in Alternative Provisions, Pupil Referral Units, Specialist Schools and onsite at the LTM.
24/07/24	Elizabeth Line Performance: Signage/Service Curtailments to Heathrow 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.	Howard Smith	September 2024	Completed. A written response was provided to Panel Members on 24 September 2024.

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26/07/24 (1)	Customer Service and Operational Performance Report – Quarter 4, 2023/24: Format of Reports It was requested that the format of the report be reviewed to focus on strategic performance issues. Consideration would also be given to providing an update in the cover paper on key issues in the current quarter.	Emma Strain/ Claire Mann	December 2024	The report is being redesigned and will be submitted to the next meeting on 3 December 2024.
26/07/24 (2)	Customer Service and Operational Performance Report – Quarter 4, 2023/24: Off-Peak Fridays Officers were currently reviewing the data to look at the impact of the 'Off-peak Fridays' trial. An update on this would be provided to a future meeting.	Emma Strain	December 2024	A report providing an analysis of the off-peak trial will be published by the end of 2024.
26/07/24 (3)	Customer Service and Operational Performance Report – Quarter 4, 2023/24: London Overground Complaints Officers were looking at the trends in staff complaints on the London Overground as the rise in complaints may be due to the emphasis on encouraging reporting. Officers would look into this and provide an update to the Panel.	Emma Strain/ Claire Mann	September 2024	Completed. In Quarter 4 2023/24, there was a spike in complaints categorised under 'Customer Service' and 'Inappropriate Behaviour'. Both categories have since stabilised in the following quarters, which may suggest that the encouragement campaign was successful, albeit short-lived.

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26/07/24 (4)	Customer Service and Operational Performance Report – Quarter 4, 2023/24: Graffiti on Trains Officers would provide details of TfL's policy on graffiti on trains.	Claire Mann	September 2024	Completed. A written response was provided to Panel Members on 24 September 2024.
26/07/24 (5)	Customer Service and Operational Performance Report – Quarter 4, 2023/24: Piccadilly line Services There had been several signal failures on the Piccadilly line and an update would be provided to Members.	Claire Mann	September 2024	Completed. There are no significant signalling issues to report in relation to Piccadilly line services.

Actions from previous meetings of the Customer Service and Operational Performance Panel

Minute no.	Item/Description	Action by	Target Date	Status Note
05/03/24 (1)	Bus Action Plan Update: Superloop monitoring updates Future updates on Superloop monitoring would include the costs-benefits of the service.	Nick Owen	July 2025	The cost-benefits of the Superloop service will need at least a year of operation to be analysed. An update to the Panel has been scheduled for July 2025.
05/03/24 (2)	Bus Action Plan Update: Bus routes to hospitals and university campuses 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	March 2025	An update will be provided to the 13 March 2025 meeting, covering bus routes to hospitals and university campuses.

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06/03/24	Equity in Motion: Future reporting 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	Emma Strain/ Secretariat	October 2024	Completed. Paper on the agenda for this meeting and six monthly updates added to the Forward Plan.
07/03/24	Update on TfL Programme to end Violence against Women and Girls: Action plan The 2024/25 Action Plan would be brought to a future meeting of the Panel.	Siwan Hayward OBE / Secretariat	-	This now falls within the remit of the new Safety and Security Panel and has been added to that Panel's Forward Plan.
08/03/24 (1)	Enterprise Risk Update - Deterioration of Operational Performance (ER6): Mitigation against asset degradation 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.	Stuart Harvey	March 2025	Information will be provided as part of the Enterprise Risk Update – Deterioration of Operational Performance (ER6) scheduled for the 13 March 2025 meeting.
44/12/23 (3)	Customer Safety and Security Update: Nationwide Crime Trends 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	-	This now falls within the remit of the new Safety and Security Panel and has been added to that Panel's Forward Plan.

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47/12/23 (2)	<p>Customer Service and Operational Performance Report - Quarter 2, 2023/24: Woolwich Ferry</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 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	<p>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. 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).</p> <p>TfL is required to provide the Woolwich Ferry service free of charge. There are no proposals to change this, which would require a change in legislation.</p>
16/07/23 (1)	<p>Customer Service and Operational Performance Report – Quarter 4, 2022/23: Performance Measures</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	September 2024	Completed. The report on the agenda for this meeting has been updated to reflect this action.