

Appendix 1

Board Actions List (to be reported to the meeting on 16 October 2024)

Actions from the meeting held on 24 July 2024

Minute No.	Item/Description	Action By	Target Date	Status/Note
42/07/24 (1)	<p>Commissioner's Report: Fare Evasion and Work-related Violence and Aggression (WVA)</p> <p>The Chair asked if lessons could be learnt from staff attacks in other public-facing areas such as retail. A publicity campaign around 'a fare is less than a fine' would be launched imminently and further information would be provided to Board Members when available.</p>	Claire Mann/ Alex Williams	August 2024	<p>Completed. We benchmark and share learning on WVA with other organisations and other transport authorities/providers. Our benchmarking has also included organisations within retail, hospitality, and banking among other industries. We launched our new customer facing campaign 'Abuse Has Consequences' in August, further details of which were included in the press release shared with Members. Further detail on our approach to WVA is included in the Commissioner's Report on the agenda for this meeting.</p>

Minute No.	Item/Description	Action By	Target Date	Status/Note
42/07/24 (2)	Commissioner's Report: Investment in Public Toilets at Stations The Mayor had allocated an additional £3m per annum to invest in refurbishing existing and installing new public toilets at stations and TfL was developing a prioritised investment programme for toilets across the network. The feasibility report would be published shortly and circulated to Board Members. Consideration would also be given to the recent report by the Royal Institute of Public Health on public toilets.	Alex Williams	December 2024	We are finalising the report and expect to publish it before the end of this calendar year.
43/07/24 (1)	TfL Annual Report and Statement of Accounts for the Year Ended 31 March 2024: Bus Lane Access for Emergency Vehicles Consideration would be given to quantifying the economic impact and financial benefit for the emergency services and wider public sector of permitting access to bus lanes for emergency vehicles.	Alex Williams	Ongoing	Emergency service vehicles have long had access to bus lanes. We are assessing how to quantify any financial benefits.
43/07/24 (2)	TfL Annual Report and Statement of Accounts for the Year Ended 31 March 2024: Positive Relations with Trade Unions The draft Annual Report would acknowledge more fully the positive working relationship with trade union colleagues across TfL.	Alex Williams/ Fiona Brunskill	August 2024	Completed. Additional text has been agreed for inclusion in the TfL Annual Report.
45/07/24 (1)	Annual Update on 2023/24 Delivery of the Mayor's Transport Strategy: Six-month monitoring report on the London Wide Ultra Low Emission Zone (ULEZ) The six-month monitoring report on the London-wide ULEZ would be published and circulated to Members shortly and included in the final MTS annual progress report.	Alex Williams	July 2024	Completed. The ULEZ report was circulated to Board Members on 27 July 2024. See action 05/02/24 (5) below.

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45/07/24 (2)	Annual Update on 2023/24 Delivery of the Mayor's Transport Strategy: Borough Provision of Electric Vehicle Charging A delivery report with London Councils was shared with the boroughs last year and TfL would publish a similar report this year. It would also hold some further direct discussions with borough leaders to highlight progress and encourage further provision of electric charging.	Alex Williams	December 2024	Discussions are ongoing in advance of the report being published later this year.
45/07/24 (3)	Annual Update on 2023/24 Delivery of the Mayor's Transport Strategy: Wider Promotion with Key Stakeholders The report would be promoted more widely with key stakeholders and boroughs, including with Government in relation to the long-term funding settlement, as it demonstrated TfL's positive contribution to London and the UK economy and wider Government targets such as housing and sustainability.	Alex Williams	August 2024	Completed. We promoted the report at the London Technical Advisory Group presentation on 4 September 2024 and during discussions of the Healthy Streets Programme at our borough Local Implementation Plan workshops on 8 and 29 August 2024.

Actions arising from previous meetings

Minute No.	Item/Description	Action By	Target Date	Status/Note
30/06/24 (1)	Commissioner's Report: Accident Formal Investigation Changes Andy Lord had engaged with Dr Lynn Sloman MBE and Mark Phillips on improving TfL's formal investigation processes and would share this work with Peter Strachan, ahead of providing further information to Board Members.	Andy Lord	November 2024	Ongoing.

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30/06/24 (3)	Commissioner's Report: Promotion of Access DLR Trial Alex Williams would provide Board Members with more information on how the six-month trial of Access DLR, an initiative to make journeys more accessible, including the ability to book assistance by phone, was being promoted.	Alex Williams	September 2024	Completed. A press release was shared with Members and further information would be provided to the Customer, Sustainability and Operations Panel.
30/06/24 (4)	Commissioner's Report: Friday Fares Trial Update The Friday Fares Trial had ended and the data on ridership and its economic impact was being analysed. An update would be provided to the Board.	Alex Williams	December 2024	We are in the process of reviewing the data and an update will be provided at a future meeting.
16/03/24 (2)	Commissioner's Report: Bus Journey Improvements Information TfL monitored the impacts from improvements made to routes and services from bus priority measures, bus lanes and roadworks on bus journey times. More granular detail would be provided to the Customer Service and Operational Performance Panel and consideration would be given to how to better promote the information more widely to the public of the value and the benefits to customers.	Claire Mann/ Alex Williams	December 2024	We are currently collating this information for bus lanes installed in March 2024 and will present the data to the Customer, Sustainability and Operations Panel when complete.
16/03/24 (3)	Commissioner's Report: Analysis of Workplace Violence Experiences Analysis of the data that TfL held into whether women and Black, Asian or minority ethnic colleagues were more likely to experience workplace violence would be carried out and provided to Board Members.	Siwan Hayward/ Claire Mann	December 2024	The information will be included in the annual update on work-related violence and aggression item, scheduled for the December 2024 meeting of the Safety and Security Panel.

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16/03/24 (4)	Commissioner's Report: Improving Electric Vehicle Charging Infrastructure Accessibility TfL would hold a workshop with the boroughs to look at good quality design and to ensure the standards were adhered to at sites across London, so that charging points were not located in remote, dark and unsafe places. The Chair asked that the expertise of Board Member Dr Nina Skorupska CBE and of the relevant communities and advisors be sought to ensure the safety of women and disabled users and to raise the accessibility standards that were a basic minimum to levels of excellence.	Alex Williams	July 2024	Completed. A note was shared with Board Members Dr Nina Skorupska CBE and Marie Pye on our proposed approach.
05/02/24 (1)	Commissioner's Report: Bus Stations and Stands Review 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.	Claire Mann	December 2024	The Panel received an update on safety incidents at its meeting on 21 February 2024. An update will be provided to the meeting of the Safety and Security Panel in December 2024.
05/02/24 (3)	Commissioner's Report: Taxi and Private Hire Vehicle Best Practice Guidance 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.	Claire Mann	December 2024	An update will be provided to the meeting of the Safety and Security Panel in December 2024.
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.	Alex Williams / Secretariat	Autumn 2024	A site visit will be arranged and all Board Members will be invited.

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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	Summer 2024	Completed. The ULEZ report was circulated to Board Members on 27 July 2024. See action 45/07/24 above.
52/07/23 (3)	Safety, Health and Environment Annual Report 2022/23: Capturing Waste Heat 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.	Lilli Matson	Early 2025	We continue to engage with the supplier to understand the limitations to the delivery of a potential site in Southwark. We continue to engage with the Government on the Heat Zoning regulations expected to come into force in 2025, along with the Advanced Heat Zoning Programme, both of which aim to accelerate the rollout of heat networks across the UK. We anticipate the Government's response to the Heat Zoning consultation in the next three months and are improving our data on potential heat sources in readiness. We hope that these changes will lead to an expansion of low carbon heat networks in London within the next decade.

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52/07/23 (4)	Safety, Health and Environment Annual Report 2022/23: Benchmarking Environmental Targets 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.	Lilli Matson	December 2024	Information will be provided to the meeting of the Customer, Sustainability and Operations Panel.
36/06/23 (5)	Commissioner's Report: Public Transport Credits Scheme 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.	Alex Williams	Ongoing	From launch on 30 January 2023 to scheme closure on 7 September 2024, there were 875 applications received for scrappage options, which included travel passes. A full review will be available as part of the scrappage scheme evaluation report, to be published in due course.
36/06/23 (8)	Commissioner's Report: Future E-bikes Contracting 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.	Alex Williams	December 2024	An update will be provided to the Customer, Sustainability and Operations Panel when there is further clarity around ongoing discussions with stakeholders.

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05/02/23 (8)	Commissioner's Report: Cockfosters Station Housing Scheme 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.	Alex Williams	August 2024	Completed. On 15 August 2024, the Secretary of State granted consent for the disposal of land to allow us to progress our plans to deliver 350 new homes at Cockfosters, 40 per cent of which will be affordable. A fuller update is provided in the Chief Executive's Report to the meeting of the Land and Property Committee on 1 October 2024.