

## Appendix 1

### Board Actions List (to be reported to the meeting on 4 December 2024)

#### Actions from the meeting held on 16 October 2024

Minute No.	Item/Description	Action By	Target Date	Status/Note
58/10/24	<b>Matters Arising, Actions List and Use of Delegated Authority: Bus Lane Access for NHS Blood and Transplant Service Vehicles</b> In relation to bus lane access for emergency vehicles (Action 43/07/24(1)) officers were asked to check whether access covered the NHS Blood and Transplant service vehicles.	Alex Williams / Claire Mann	-	<b>Completed.</b> From 19 May 2023, all non-blue light, liveried, patient transport vehicles working for London's NHS were permitted to use bus lanes following the positive conclusion of the trial.
60/10/24	<b>Finance Report - Period 5, 2024/25: Information on TfL Go App Evolution</b> More details and background information on the TfL Go app evolution would be circulated to Board Members.	Alex Williams	July 2025	We continue to consider the development of the app and an update is scheduled for the July 2025 meeting of the Customer, Sustainability and Operations Panel.

#### Actions arising from previous meetings

Minute No.	Item/Description	Action By	Target Date	Status/Note
42/07/24 (2)	<b>Commissioner's Report: Investment in Public Toilets at Stations</b> 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	October 2024	<b>Completed.</b> The report was published on 30 October 2024.

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43/07/24 (1)	<b>TfL Annual Report and Statement of Accounts for the Year Ended 31 March 2024: Bus Lane Access for Emergency Vehicles</b> 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 access to bus lanes. We are assessing how to quantify any financial benefits.
45/07/24 (2)	<b>Annual Update on 2023/24 Delivery of the Mayor's Transport Strategy: Borough Provision of Electric Vehicle Charging</b> 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	November 2024	<b>Completed.</b> Additional text has been agreed for inclusion in the TfL Annual Report.
30/06/24 (1)	<b>Commissioner's Report: Accident Formal Investigation Changes</b> 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	December 2024	An update on improving TfL's formal investigation processes is being provided to the members of the Safety and Security Panel on 2 December 2024.
30/06/24 (4)	<b>Commissioner's Report: Friday Fares Trial Update</b> 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	A report providing an analysis of the off-peak trial will be published by the end of 2024.
16/03/24 (2)	<b>Commissioner's Report: Bus Journey Improvements Information</b> 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	March 2025	We are collating this information for bus lanes installed in March 2024 and will present the data to the Customer, Sustainability and Operations Panel when complete.

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16/03/24 (3)	<b>Commissioner's Report: Analysis of Workplace Violence Experiences</b> 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	-	<b>Closed.</b> We do not receive data from the Metropolitan Police Service that is sufficiently granular to assess if the relatively low incidences of workplace violence and aggression that may be due to protected characteristics reflects a higher risk for women or Black, Asian or minority ethnic colleagues, compared to other characteristics. If that level of data becomes available in the future, and there appears to be a link, this will be reported to Members along with the action being taken.
05/02/24 (1)	<b>Commissioner's Report: Bus Stations and Stands Review</b> 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	November 2025	<b>Completed.</b> An update is included in the Trends in Safety and Key Improvement Activity paper on the agenda for the 2 December 2024 meeting of the Safety and Security Panel.

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05/02/24 (3)	<b>Commissioner's Report: Taxi and Private Hire Vehicle Best Practice Guidance</b> 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	November 2025	<b>Completed.</b> A briefing note has been sent to Members of the Customer, Sustainability and Operations Panel and the Finance Committee on the 'DfT Best Practice Guidance Update', as taxi and private hire issues fall within their remit.
05/02/24 (4)	<b>Commissioner's Report: Thamesmead Site Visit</b> Board Members would be invited to attend a Thamesmead site visit and talk through the option plans.	Alex Williams / Secretariat	Spring 2025	A site visit will be arranged and all Board Members will be invited.
52/07/23 (3)	<b>Safety, Health and Environment Annual Report 2022/23: Capturing Waste Heat</b> 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	-	<b>Closed.</b> TfL's work regarding capturing waste heat and its onward provision to nearby buildings remains ongoing.  We had engaged with a specific developer on the delivery of a potential site in Southwark, but it has advised that the site is not economically viable.  More broadly, we continue to engage with the Government on the Heat Network Zoning regulations (expected to come into force mid-2025), as well as the

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				Greater London Authority on Local Area Energy Planning. They, and other third-party stakeholders, have an interest in TfL's waste heat sources, and we continue to work proactively with them to accelerate roll out using suitable waste heat assets. As project exploration is at an early stage with other organisations and the regulations are not expected until mid-2025 we have closed this action and commit to bringing an update to the Customer, Sustainability and Operations Panel and other Committees and Panels as relevant at the appropriate time.
52/07/23 (4)	<b>Safety, Health and Environment Annual Report 2022/23: Benchmarking Environmental Targets</b> 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	March 2025	Information will be provided to the meeting of the Customer, Sustainability and Operations Panel.

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36/06/23 (5)	<b>Commissioner's Report: Public Transport Credits Scheme</b> 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)	<b>Commissioner's Report: Future E-bikes Contracting</b> 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	2025	An update will be provided to the Customer, Sustainability and Operations Panel when there is further clarity around ongoing discussions with stakeholders.  On 26 November 2024, TfL set out in a press release its new approach to tackle problematic parking of dockless e-bikes.