

Board Actions List (to be reported to the meeting on 5 February 2025)

Actions from the meeting held on 4 December 2024

Minute No.	Item/Description	Action By	Target Date	Status/Note
73/12/24 (1)	Commissioner's Report: Borough Local Implementation Plans (LIP) Funding Letters Boroughs had been informed of the LIP funding aggregate numbers and the anticipated allocations and letters would likely be issued in January 2025. The specific date would be confirmed with Board Member Councillor Ross Garrod and also with Councillor Kieron Williams.	Alex Williams	March 2025	Letters will be issued in March 2025, as planned.
73/12/24 (2)	Commissioner's Report: Cyber Security Incident Lessons Learnt Once the cyber security incident investigations and the independent review were finalised, the lessons learnt would be shared with the wider Board.	Alex Williams	Ongoing	Board Members were briefed on 15 January 2025. The independent review is underway.
73/12/24 (3)	Commissioner's Report: Anti-Social Behaviour on the Network Board Members would be updated on what was being done to deal with anti-social behaviour on the Tube and bus networks that fell short of criminal behaviour but led to a less pleasant environment for customers, such as playing loud music and vaping, and could also have an impact on ridership.	Claire Mann	-	Completed. We deploy over 200 Transport Support and Enforcement Operations Officers working across our rail, Underground and bus network to deal with crime and anti-social behaviour. We are also working closely with our policing partners to support our TfL staff against abuse by running in-buses communication and at bus stops to tackle anti-social behaviour, hate crime and sexual harassment.

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73/12/24 (4)	Commissioner's Report: Elizabeth Line 26 and 27 November 2024 Outage Update The Board would be kept updated on any further developments regarding the Elizabeth line outage.	Claire Mann	January 2025	Completed: An update circulated to Board Member on 28 January 2025.
74/12/24 (1)	Finance Report – Period 7, 2024/25: Insights to Encourage and Stimulate Ridership The Chair asked that an ideas session be held with Board Members to gather insights and experiences into what other cities were doing that worked well to keep customers and attract new ones to the network.	Alex Williams	Ongoing	We are continuing to review and scope improvements to help increase passenger and ridership numbers. We will bring an update on this work to a future Customer, Sustainability and Operations Panel meeting as appropriate.
74/12/24 (2)	Finance Report – Period 7, 2024/25: Cyber Security Incidents Best Practice Discussion On persistent future threats to enterprise risks and overall preparedness longer-term, the Chair asked that the forum to share best practice on responses to cyber security incidents include discussion on the issue of insurance, joint procurement and the market response.	Andy Lord / Alex Williams	Ongoing	The independent review of the cyber incident is underway, and this will shape our work on cyber security going forward.
74/12/24 (3)	Finance Report – Period 7, 2024/25: Equity in Motion The Equity in Motion document and the latest update report would be circulated to Board Members.	Alex Williams	December 2024	Completed. The website links to the Equity in Motion documents were circulated to Board Members on 6 December 2024.
75/12/24 (1)	Silvertown and Blackwall Tunnels User Charges: Breakdown of Estimated Operation Cost Costs captured the annual availability payments of around £70m per year to Riverlinx. Members requested a breakdown of the estimated cost of operation of £100m per year.	Alex Williams/ Rachel McLean	February 2025	A breakdown will be shared with Members ahead of this meeting of the Board.

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75/12/24 (2)	Silvertown and Blackwall Tunnels User Charges: Marketing Materials The marketing materials, including those for hard to reach groups and cyclists, would be shared with Members.	Alex Williams	December 2024	Completed. The marketing and stakeholder engagement plan was circulated to Board Members on 24 December 2024.
76/12/24	Travel in London 2024 Annual Overview Report: Benefits of Air Quality and Decarbonisation Initiatives Study A study had been commissioned to assess the benefits of air quality and decarbonisation initiatives on health and this would be shared with Members when completed.	Alex Williams	Ongoing	This study, commissioned by the Greater London Authority, will be shared with Members once completed.

Actions arising from previous meetings

Minute No.	Item/Description	Action By	Target Date	Status/Note
60/10/24	Finance Report - Period 5, 2024/25: Information on TfL Go App Evolution 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.
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	December 2024	Completed. An update on improving TfL's formal investigation processes was provided to the members of the Safety and Security Panel on 2 December 2024.
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	Completed. The Off-peak Friday Fares report was circulated to Board Members on 20 December 2024.

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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	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.
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	Spring 2025	A site visit will be arranged and all Board Members will be invited.
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	March 2025	The Customer, Sustainability and Operations Panel will be briefed on decarbonisation in March 2025. TfL's environmental targets and performance will be reported to the Board in the 2024/25 Annual Report and the Safety, Health and Environment Annual Report.

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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	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.