

Appendix 1

Board Actions List (to be reported to the meeting on 26 March 2025)

Actions from the meeting held on 5 February 2025

Minute No.	Item/Description	Action By	Target Date	Status/Note
05/02/25 (1)	Commissioner's Report: London Councils and 20mph Speed Limits The Chair asked if a TfL representative could attend a meeting of London Councils to share best practice arising from the Lowering Speed Limits programme and marketing campaign on the purpose and impact of 20mph speed limits.	Lilli Matson	2025	We are liaising with London Councils for Lilli Matson to present at an upcoming Transport and Environment Committee meeting. As part of the existing engagement programme, we will offer senior level meetings with the 10 remaining boroughs that do not have a default 20mph speed limit, as an opportunity to present benefits and best practice.
05/02/25 (2)	Commissioner's Report: Promoting Awareness of Safety of TfL Stations TfL wanted to ensure that the roundel at TfL stations represented a safe haven for anyone who, for whatever reason, needed a place of safety. Board Member Tanya Joseph offered to discuss potential partnerships and advocacy work that could help promote this awareness and understanding. The Chair also suggested that the outreach work carried out in schools by the London Transport Museum could help with this.	Claire Mann	April 2025	We want all our customers and staff to feel safe on our network and for the TfL network to be a beacon of safety for everyone, day and night. We are always open to engaging with stakeholders to promote awareness and understanding around this important issue. The team will get in touch with Board Member Tanya

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				Joseph and others to discuss and understand what more can be done.
05/02/25 (3)	Commissioner's Report: Lighting Standards at Stations Getting the right balance of lighting, lux levels and brightness was important for safety at stations, particularly for women and girls. A programme of replacing lighting with LED lighting and fixing defective lighting in a timely way was ongoing, particularly at older stations. The lighting standards would also be looked at from an engineering perspective to ensure the programme was achieving the right levels.	Stuart Harvey	-	Closed. The lighting standard was reviewed and updated in 2023 to ensure alignment with relevant British Standards. The standards are based on lighting lux levels so the transition to LEDs will not require any further changes to the standard. We have, to date, replaced 80,000 lights covering 120 stations. This equates to approximately 53 per cent of the Tube network being upgraded with LED lighting. In 2025/26 we intend to replace a further 26,000 LEDs.
05/02/25 (4)	Commissioner's Report: Promoting Awareness of Community Safety Powers Information on the community safety powers that the Operations officers held to deal with anti-social behaviour was available on the TfL website. Consideration would be given to what more could be done to promote awareness of those powers with colleagues and members of the public to enhance support and safety on the network.	Claire Mann / Siwan Hayward	September 2025	A comprehensive review of the powers for our frontline enforcement officers will address the resource and capability needed to support effective and proportionate enforcement and safety across all modes on our network. There are already over 200 officers

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				with railway and community safety accredited powers who are also able to utilise byelaw powers to deal with issues such as fare evasion and anti-social behaviour. This review will look to increase that capability and provide better coordination between modes. Communication and engagement with colleagues and customers is continuous and will be a key part of this review.
05/02/25 (5)	Commissioner's Report: Customer Communication on Piccadilly Line Disruption Consideration would be given to what more could be done to raise awareness and communicate with regular customers on the Piccadilly line service on the disruption and closing of the line, particularly due to the infrastructure work for the incoming new trains, which would be transformative for users on the line when they came into service.	Matt Brown / Claire Mann	March 2025	Completed. We have provided updates as part of recent stakeholder and customer communications that a number of weekend part-closures on the Piccadilly line are required throughout 2025 to allow us to get the line ready for the new trains. A dedicated webpage has also been set up: Piccadilly line upgrade - Transport for London .

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05/02/25 (6)	Commissioner's Report: Maintenance Work at Closed Stations When stations were closed on the Piccadilly line and on the network for engineering or other essential work, TfL would look to maximise the opportunity to integrate any maintenance work required, such as deep cleaning, repainting or more substantial works.	Stuart Harvey	July 2025	We continue to work closely across the value chain to ensure we maximise opportunities to undertake enhanced maintenance works at stations during planned closures. A further update on progress, and a case study on how this has been accommodated and respective outcomes/benefits, will be shared at a future meeting.
05/02/25 (7)	Commissioner's Report: Taxi and Private Hire Action Plan Briefing A Board Member briefing would be arranged on the Taxi and Private Hire action plan before it was published in March 2025.	Claire Mann / Alex Williams / Secretariat	March 2025	Completed. A briefing has been arranged for 25 March 2025 to which all Members have been invited.
05/02/25 (8)	Commissioner's Report: Innovation Work and Strategies Consideration would be given to what more could be done in the future to scale up the innovation work and partner with other organisations and third parties to utilise their expertise to help TfL solve some issues. Alex Williams would meet with Board Member Omid Shiraji to discuss the strategies and approaches to innovation work across the organisation.	Alex Williams	March 2025	A meeting will be arranged.
06/02/25 (1)	Finance Report – Period 9, 2024/25: Innovations and Options to Stimulate Demand and Increase Ridership Innovations and options for changes to stimulate demand and increase ridership would be discussed at the upcoming Budget and Business Planning briefing session with Board Members and further information would be brought back to the Board at the appropriate time.	Alex Williams/ Rachel McLean	July 2025	The innovation targets are embedded into our latest Budget. In addition, we plan to complete further work on innovation and an update will be provided by end of Quarter 1 of 2025/26.

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06/02/25 (2)	Finance Report – Period 9, 2024/25: Minimising Bad Debt and Fare Evasion Update An update on minimising bad debt and fare evasion in order to increase income would be submitted to the Finance Committee.	Rachel McLean	April 2025	A briefing session on road user charging was held on 26 February 2025. A further briefing on fare evasion and revenue protection is scheduled for 9 April 2025. All Board Members have been invited.

Actions arising from previous meetings

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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	Completed. Letters were 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.
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.

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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.
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	Completed. A breakdown was shared with Members on 4 February 2025.
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.
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 3 July 2025 meeting of the Customer, Sustainability and Operations Panel.
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	Completed. A paper on Bus Performance was considered by the Customer, Sustainability and Operations Panel at the meeting on 13 March 2025.

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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	April 2025	A briefing for the Customer, Sustainability and Operations Panel on decarbonisation is being arranged. All Board Members will be invited. 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.
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.

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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	-	Completed. In November 2024, we set out a new enforcement policy for dockless rental e-bike and e-scooter parking on our roads. We also responded to the Department for Transport's recent on-street micromobility rental framework consultation. If granted new powers, our priority would be to enable these services to contribute positively to our city's transport network and goals while mitigating challenges associated with this market, such as parking of cycles. An update on micromobility will be included in the next annual Cycling Action Plan update scheduled for the 3 July 2025 meeting of the Customer, Sustainability and Operations Panel.