

Board

Date: 26 March 2025

Item: Report of the Meeting of the Customer, Sustainability and Operations Panel held on 13 March 2025

This paper will be considered in public

1 Summary

- 1.1 This paper provides a summary of the items considered by the Customer, Sustainability and Operations Panel at its meeting on 13 March 2025

2 Recommendation

- 2.1 **The Board is asked to note the report.**

3 Panel Agenda and Summary

- 3.1 The papers for the meeting of the Panel held on 13 March 2025 were published on 5 March 2025 and are available on the [TfL website](#) with a link to the video recording of the meeting on [TfL's YouTube channel](#).
- 3.2 The main matters considered by the Panel were:
- (a) Bus Performance;
 - (b) Equity in Motion;
 - (c) TfL Corporate Environment Plan – Capital;
 - (d) TfL's Green Infrastructure and Biodiversity Plan and Climate Change Adaptation Plan Progress Updates;
 - (e) Customer, Sustainability and Operations Report - Quarter 3, 2024/25;
 - (f) Enterprise Risk Update - Deterioration of Operational Performance (ER06); and
 - (g) Risk and Assurance Report Quarter 3 2024/25.
- 3.3 A summary of the items considered is provided below. The more detailed minutes of the meeting will be published ahead of the next meeting of the Panel on 3 July 2025.

4 Issues Discussed

Bus Performance

- 4.1 The Panel considered the update which provided an overview of TfL's ongoing activity to improve bus performance, in terms of reliability, journey times and customer experience. The paper also provided a high-level overview of work to improve bus safety.
- 4.2 In 2022 TfL launched the Bus Action Plan and had continued to make good progress in delivering against this Plan. The Panel noted an update on the delivery of key initiatives including the Superloop network, the Bus Safety Standard, zero-emission buses and Vision Zero. Customer satisfaction scores remained high. Members welcomed the improvements to bus services, and an update would be provided to the Panel on the approach to locating CCTV monitors on buses. It was commented that there had been an increase in leisure travel during weekends and further consideration should be given to the use of bus lanes during off peak times.
- 4.3 There had been good progress with delivering the new diversity and inclusion training course for bus drivers, and workshops for support staff. The Panel noted details of the training.
- 4.4 The Panel also discussed the issue of driver safety and the support available to drivers through, for example, the assistant programme and training.
- 4.5 The Panel emphasised the importance of providing clear announcements and real time information to customers on route, especially during diversions and on timetable changes, including to those without access to smart phones.

Equity in Motion

- 4.6 The Panel noted an update on delivery of the Equity in Motion (EiM) programme launched in February 2024. EiM was an inclusive transport strategy, setting out over 80 actions, and a new approach to creating a fairer, more accessible, and inclusive transport network over the period up to 2030.
- 4.7 Good progress had been made with delivering the measures, with most of the actions substantially completed or in progress. The paper provided examples of the key achievements, which included: a review of the priority seating programme and the complaints process; the naming of the London Overground lines to improve navigation; the trial of Google Streetview at 30 stations, allowing passengers to better plan journeys; and continued progress with step-free access. Other key achievements highlighted were the launch of Inclusive Design Centre for Excellence.
- 4.8 The priorities for 2025/26 included the development of a measurement framework to assess performance and progress against actions and any follow up actions, and this would be shared with the Panel.

- 4.9 Members welcomed the work and highlighted the positive feedback on the programme.

TfL Corporate Environment Plan – Capital

- 4.10 The Panel considered the update on progress against Capital's Corporate Environment Plan, which set out the approach to supporting the Mayor's target of a net zero carbon London by 2030, and delivering on existing environmental commitments as set out in key strategies.
- 4.11 The paper demonstrated the breadth of Capital's work in initiatives across TfL.
- 4.12 Members supported TfL's leading role on work with the supply chain on initiatives.
- 4.13 Steps had been taken to embed green initiatives and thinking in the approach to Asset Strategy. Focus had also continued to be placed on leading climate change initiatives at TfL, and the establishment of the Net Zero Matrix team had been key to this and had been very successful in progressing projects.
- 4.14 On climate change adaptation, Capital had provided input into the preparation of the submission to the Department for Environment, Food and Rural Affairs under the Adaptation Reporting Powers. Focus had also continued to be placed on delivering the scorecard measures on Sustainable Drainage Systems such as the award winning Tolworth Roundabout project. Other developments noted including the work to update green infrastructure standards.
- 4.15 The Panel also noted an update on the engineering input to support the delivery of a zero-emission bus fleet and to reduce and mitigate Tube noise.
- 4.16 It was noted that good progress had been made to better support the delivery of Biodiversity Net Gain, including through close collaboration between teams and through developing a delivery plan to further develop data in this area.

TfL's Green Infrastructure and Biodiversity Plan and Climate Change Adaptation Plan Progress Updates

- 4.17 The Panel considered the update on progress with delivering the Climate Change Adaptation Plan and the Green Infrastructure and Biodiversity Plan.
- 4.18 Progress continued to be made with implementing the plans. Challenges remained regarding the issue of data availability and quality, resource constraints, and the awareness, knowledge and skills on climate risks and change adaptations. The paper set out the key priorities for each policy area on these themes.
- 4.19 The Panel noted the challenges around the availability of data to access the impact on extreme weather to make the evidence-based business case for adaptations. Progress continued to be made with developing new measures to provide information.

Customer, Sustainability and Operations Report - Quarter 3, 2024/25

- 4.20 The Panel noted the update on TfL's customer, sustainability and operations for Quarter 3, 2024/25 (15 September to 7 December 2024) (Q3).
- 4.21 During the period there had been a significant effort on recovery from the cyber incident. A significant success in Q3 was the renaming of the London Overground lines. Updates were also provided on progress with expanding high-speed 4G and 5G mobile coverage across the network and with the launch of the new payments system on the TfL Go app. Other key highlights noted included the launch of new state of the art buses on route 358.
- 4.22 An update would be provided to a future meeting on the use of artificial intelligence.
- 4.23 A briefing would be provided to Members on the Revenue Protection Strategy.

Enterprise Risk Update – Deterioration of Operational Performance (ER06)

- 4.24 The Panel noted an overview of the status of, and changes to, Enterprise Risk 06 – Deterioration of Operational Performance (ER06). The two key drivers of this risk were asset condition degradation and operational challenges. The Panel noted details of the controls and actions in place to manage the risk effectively.

Risk and Assurance Report Quarter 3 2024/25

- 4.25 The Panel noted the update on findings from the assurance activity associated with ER06, based on the second line of defence audit work of the Quality, Safety and Security Assurance team and third line of defence work by the Internal Audit team during Q3.

List of appendices to this report:

None

List of Background Papers:

Papers submitted to the meeting of the Customer, Sustainability and Operations Panel on 13 March 2025

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