

Board



Date: 30 January 2018

Item: Report of the Meeting of the Customer Service and Operational Performance Panel held on 24 January 2018

This paper will be considered in public

1 Summary

- 1.1 To report to the Board on the meeting of the Customer Service and Operational Performance Panel held on 24 January 2018.
- 1.2 This paper provides a short summary of the items to be considered by the Panel, as the meeting of the Panel is held after the day that this paper is published. The Chair of the Panel will provide an oral update at the meeting of the Board on any key issues raised by the Panel.

2 Recommendation

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

3 Committee Agenda and Summary

- 3.1 The papers for the meeting of the Panel held on 24 January were published on 16 January 2018 and are available on the TfL website: <https://tfl.gov.uk/corporate/publications-and-reports/customer-service-op-performance>.
- 3.2 A short summary of the items on the agenda is provided below. The Chair will provide a summary to the Board.
- 3.3 The main matters to be considered by the Panel were:
 - (a) Quarterly Customer and Operational Performance Report;
 - (b) Night Tube One Year On; and
 - (c) Customer Information Strategy: Signage and Wayfinding.
- 3.4 A summary of the items on the agenda is provided below. The minutes of the meeting held on 24 January will be published ahead of the 6 June 2018 meeting of the Panel.

4 Issues To Be Discussed

Customer and Operational Performance Report Quarter 2

- 4.1 The quarterly report appears elsewhere on the agenda for the meeting of the Board.

Night Tube One year On

- 4.2 The paper set out the launch phases of the Night Tube service, the customer experience (including information on demand, performance, addressing noise issues, crime and safety and the impact on Night Bus services) and its economic impacts.

Customer Information Strategy: Signage and Wayfinding

- 4.3 On 2 March 2017, the Panel received a presentation on TfL's Customer Information Strategy. This paper and accompanying presentation provided an overview of the approach to signage and wayfinding as a core component of that strategy. Detailed information was included on accessibility.

List of appendices to this report:

None

List of Background Papers:

Papers submitted to the Customer Service and Operational Performance Panel on 24 January 2018.

Contact Officer: Howard Carter, General Counsel
Number: 020 3054 7832
Email: HowardCarter@tfl.gov.uk