

Board



Date: 25 July 2018

Item: Report of the Meeting of the Customer Service and Operational Performance Panel held on 6 June 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 6 June 2018.

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 6 June were published on 29 May 2018 and are available on the TfL website:

<https://tfl.gov.uk/corporate/publications-and-reports/customer-service-op-performance>.

3.2 The main matters to be considered by the Panel were:

- (a) Quarterly Customer Services and Operational Performance Report;
- (b) Bus Services to London's Hospitals – Update;
- (c) Independent Evacuation of Disabled People from London Underground Stations in a Security Incident;
- (d) Assisted Transport Services; and
- (e) London Underground Station Action Plan Update.

3.3 A summary of the items on the agenda is provided below. The more detailed minutes of the meeting held on 6 June will be published ahead of the meeting of the Panel on 11 September 2018.

4 Issues Discussed

Customer and Operational Performance Report Quarter 4

4.1 The Committee noted the quarterly report, which appears elsewhere on the agenda.

- 4.2 Lynn Sloman would meet with staff to discuss the inclusion of additional data and information related to the Mayor's Transport Strategy and how best this could be presented.

Bus Services to London's Hospitals – Update

- 4.3 The Panel welcomed the paper, which set out the action taken in line with the Mayor's aim of improving access to health services in London and congratulated officers on the excellent work.
- 4.4 Following a TfL strategic overview of the delivery of bus services to London's hospitals in 2017, seven priority actions and a large number of lower priority initiatives were being progressed, covering 37 general hospitals as well as two specialist and two community hospitals.
- 4.5 The Panel proposed that bus services to London's hospitals be linked to the Assisted Transport Services strategy as part of the overall London hospital transport services.

Independent Evacuation of Disabled People from London Underground Stations in a Security Incident

- 4.6 The Panel noted a summary of the actions taken to ensure that TfL considered the needs of disabled customers to evacuate independently in response to a security incident. This issue had also been considered at the Safety, Sustainability and Human Resources Panel at its meeting on 28 February 2018.
- 4.7 It was suggested that the evacuation plans be discussed at the Valuing People Group and that on train evacuations should also be considered.

Assisted Transport Services

- 4.8 The Panel noted a further update on the work of Assisted Transport Services (ATS) Vision for spontaneous and independent travel for Londoners with reduced mobility. Progress to date in embedding the ATS vision within TfL's broader strategic objectives and delivering the actions set out in the ATS Roadmap included: the launch of a pilot to trial new ways in which to improve flexibility and choice for ATS customers; an integrated contract for the supply of taxis and Private Hire Vehicles for ATS services; and the integration of the operation of the Capital Call scheme within TfL On Demand Transport alongside the Dial-a-Ride service.
- 4.9 Anne McMeel highlighted the substantial amount of work achieved in the ATS work stream, including contacting hard to reach groups. Staff were congratulated on the effort to move the agenda forward and to provide a truly integrated service, led by senior managers.
- 4.10 It was agreed that staff would look at any synergies or efficiencies which could be achieved with other hospital and healthcare transport services.

London Underground Station Action Plan Update

- 4.11 The Panel noted the update on the delivery of London Underground's Action Plan, which was developed to address the issues raised by London TravelWatch in its review into ticket office closures.
- 4.12 A TfL customer information poster campaign would be considered.
- 4.13 The final report on the Action Plan would be submitted to the meeting of the Panel on 14 November 2018 and then the subsequent Board meeting.

List of appendices to this report:

None

List of Background Papers:

Papers submitted to the Customer Service and Operational Performance Panel on 6 June 2018.

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