

Transport for London

Minutes of the Customer Service and Operational Performance Panel

Conference Rooms 1 and 2, Palestra, 197 Blackfriars Road
London, SE1 8NJ

10.00am, Monday 30 January 2017

Members

Dr Alice Maynard CBE	Vice Chair (in the Chair)
Prof Greg Clarke CBE	Panel Member
Baroness Grey-Thompson DBE	Panel Member
Anne McMeel	Panel Member
Dr Nelson Ogunshakin OBE	Panel Member
Dr Lynn Sloman	Panel Member

Staff

Peter Blake	Director of Service Operations, Surface Transport
Alan Bristow	Director of Road Space Management
Howard Carter	General Counsel
Leon Daniels	Managing Director, Surface Transport
Patrick Doig	Surface Transport Finance Director
Vernon Everitt	Managing Director, Customers, Communication and Technology
Mark Evers	Director of Customer Strategy, Rail and Underground
Peter Fletcher	Strategic Communications Manager, Customers, Communication and Technology
Stuart Lee	Integration Business and Development Manager, Customers, Communication and Technology
Emma Osborne	Principal, Surface Transport
Gareth Powell	Director of Strategy and Contracted Services
Amanda Price	Governance Manager, London Underground
Sue Riley	Secretariat Officer

01/01/17 Apologies for Absence and Announcements

An apology for absence was received from the Chair, Mee Ling Ng. In the absence of the Chair, the Vice Chair, Dr Alice Maynard MBE, chaired the meeting.

The Vice Chair welcomed Members to the first meeting of this Panel.

02/01/07 Declarations of Interest

Members confirmed that their declarations of interests, as provided to the Secretariat and published on tfl.gov.uk, were up to date and there were no other interests to declare that related specifically to items on the agenda.

03/01/17 Minutes of the Meetings of the former Rail and Underground Panel and Surface Transport Panel

The minutes of the final meetings of the former Rail and Underground Panel held on 24 February 2016 and the former Surface Transport Panel held on 25 February 2016 were approved as a correct record and signed by the Chair.

04/01/17 Matters Arising and Actions List

Members received an update on progress against actions agreed at previous meetings of the former Surface Transport Panel and Rail and Underground Panel that fall within the remit of the Panel.

Members requested copies of the International Benchmarking Report (Minute Reference 06/02/16). **[Action: Gareth Powell]**

It was noted that Appendix 3, which responded to an action on taxi and private hire compliance, should have referred to an action from a meeting of the Audit and Assurance Committee held on 8 December 2015 (not 2016).

The Panel noted the Actions List.

05/01/17 Operational Performance Report

Leon Daniels and Mark Evers presented TfL's operational performance for Quarter 2 2016/17.

Bus ridership continued to decline, despite good bus reliability performance, in part due to increased road congestion. All other transport modes including rail, underground, river services and cycle hire continued to grow.

Mark Evers reported on the increasing demand on London Underground, and the deterioration in reliability due to problems with the Central Line fleet of trains, and staff shortages on the Circle and the Hammersmith & City lines. Despite these issues, customer satisfaction remained high.

Members requested that longer term data be included in future reports to allow trends and comparisons to be made. There was also a request for additional information regarding traffic and bus performance at a zonal/geographical level.

[Action: Leon Daniels/Mark Evers]

It was agreed that the discussion on the future of buses/new bus network, as set out in the Forward Plan, be brought forward to the next meeting. The paper would include a summary of milestones and timescales for improving bus ridership.

[Action: Leon Daniels/Gareth Powell]

The Panel noted the report.

06/01/17 Customer Performance Report

Vernon Everitt presented the report updating the Panel on TfL's customer service performance for Quarter 2 2016/17.

The request for more comparative, longer term, data would be incorporated across both performance reports to ensure consistency. **[Action: Vernon Everitt]**

The Panel discussed fluctuations in the amount of customer correspondence received, and were informed of measures to adapt staffing levels to meet demand. Members were invited to visit the TfL Customer Contact Centre to observe the types of calls which were received on a daily basis. It was noted that the largest number of customer commendations and complaints related to buses, due to this mode recording the highest number of passengers and a higher level of personal interaction with staff, compared to other transport modes.

Vernon Everitt agreed to clarify whether customer complaints in relation to Santander Cycles had reduced, as stated in the report commentary, as the variance was showing as a 16 per cent increase. **[Action: Vernon Everitt]**

In response to a question from the Chair, it was confirmed that TfL was able to provide targeted customer information via email due to travel data held and registered passenger personal preferences. This limited the amount of information TfL sent to customers. A report on TfL's Customer Information Strategy would be submitted to the next meeting, which would include an update on TfL promoting the use of data to provide customer information through apps including accessibility. A linkage between costs and benefits would also be provided.

Members commented on the importance of real time signage and information at stations in relation to accessibility, so that passengers were given sufficient advance warning when travelling.

The Panel noted the report.

07/01/17 Please Offer Me a Seat Badge and Card

Vernon Everitt and Peter Fletcher presented a paper detailing the results of the recent trial of the 'please offer me a seat badge and card' to help customers who need a seat when using public transport.

The main aim of the campaign was to raise awareness among other passengers and had been successful received. The scheme would be rolled out over the next two months with on-going monitoring and evaluation.

Members congratulated officers on the success of the campaign.

The Panel noted the paper.

08/01/17 Social Needs Transport

Leon Daniels and Peter Blake introduced the paper updating the Panel on transport provision for the elderly and/or mobility impaired.

The importance of personal and social interaction with transport providers was key to many users, meeting both social and transport needs. As Dial-a-Ride was a free service at the point of delivery, demand was unlimited but also inefficient, as 18 per cent of journeys were cancelled on the day. Due to the complex nature of social transport provision, TfL was improving the efficiency of the service gradually. Changes made to date included the merging of procurement contracts with boroughs and the development of an app for Dial-a-Ride drivers to help re-schedule journeys.

TfL's aim was to provide a more integrated service with other providers, to meet the rising demand while remaining efficient. The important role of Community Transport organisations was recognised.

The opportunity to increase and promote the use of travel mentoring was also highlighted.

The Deputy Chair of TfL had suggested that a Social Needs Transport Champion be nominated from amongst the Panel to review this issue. Members welcomed the proposal and suggested that a workshop would be useful and that the scope and terms of reference for the role be considered before a nomination was made.

[Action: Chair of the Panel]

The Panel noted the paper and that the Chair, Vice Chair, Managing Director, Surface Transport would meet with the Deputy Chair of TfL to discuss the role of the Social Needs Transport Champion, based on comments made at the meeting.

08/01/17 Major Roadworks in Central London 2017

Leon Daniels and Alan Bristow presented the paper setting out planned major roadworks in central London during 2017 and the impact these works were expected to have on the road network.

The Panel noted the paper.

09/01/17 Taxi Fares and Tariffs Update

Peter Blake introduced an update on activity in relation to 2017/18 taxi fares and further work to be undertaken with regards to 2018/19 taxi fares.

The long term review of the taxi and private hire trade was discussed, including the impact of technology, market changes, fare pricing, and the promotion of a sustainable business model for the future.

Members requested a wider discussion within the context of the Mayor's Transport Strategy.

[Action: Leon Daniels]

The Panel noted the paper.

10/01/17 Members' Suggestions for Future Discussion Items

Howard Carter presented the current forward programme. An updated Forward Plan had been circulated prior to the meeting, with a summary of the outcomes and discussion of the induction held on 20 January 2017.

The Panel noted the forward programme.

The meeting closed at 12.30pm

Chair: _____

Date: _____