

# Customer Service and Operational Performance Panel



**Date:** 24 January 2018

**Item:** Actions List

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## This paper will be considered in public

### 1 Summary

1.1 This paper informs the Panel of progress against actions agreed at previous meetings.

### 2 Recommendation

2.1 The Panel is asked to note the Actions List.

#### List of appendices to this report:

Appendix 1: Actions List

#### List of Background Papers:

Minutes of meeting of the Panel on 1 November 2017.

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**Customer Service and Operational Performance Panel Actions List  
(reported to the meeting on 24 January 2018)**

Appendix 1

Actions from the meeting held on 1 November 2017:

Minute No.	Item/Description	Action By	Target Date	Status/Note
44/11/17 26/07/17	<b>Matters Arising and Actions List</b> It was agreed that a note about broader spend in both Capex and Opex in the 2017/18 and 2018/19 Customer Information budgets, across the business, would be circulated to Members.	Vernon Everitt	Following the meeting.	Oral update to be provided at the meeting.
45/11/17	<b>Quarter 2 Customer and Operational Performance Report</b> Future customer and operational performance reports to include comparisons to scorecard matrix and alignment with the Mayor's Transport Strategy, when finalised.  The use of accessibility data by app developers as a trend also to be included in future reports.  A report on the impact and outcomes of the Toxicity Charge to be referred to the Safety, Sustainability and Human Resources Panel.	Vernon Everitt Gareth Powell Mark Wild  Vernon Everitt  Secretariat	CSOPP meeting of 6 June 2018.     Following the meeting.	To be incorporated from the new financial year. In progress.  Oral update to be provided at the meeting.  On SSHRP Forward Plan. Completed.

Minute No.	Item/Description	Action By	Target Date	Status/Note
46/11/17	<p><b>Crime and Confidence on Public Transport</b> Members to be provided with more detailed data on arrest to conviction rates of crime on the transport network.</p> <p>That background information and explanatory text on the crime statistics be included in future quarterly customer and operational performance reports.</p>	<p>Steve Burton</p> <p>Steve Burton</p>	<p>CSOPP meeting of 24 January 2018 onwards.</p> <p>CSOPP meeting of 24 January 2018 onwards.</p>	<p>Information incorporated into report on agenda. Completed.</p> <p>Information incorporated into report on agenda. Completed.</p>
47/11/17	<p><b>Assisted Transport Services</b> A further update would be provided in six months and Members would also be available for any informal briefings or discussions, as required.</p>	Peter Blake Joyce Mamode	6 June 2018 meeting.	Scheduled. On Forward Plan.
49/11/17	<p><b>Accessible Transport</b> A further update to be provided in six months.</p>	Peter Fletcher	6 June 2018 meeting.	Scheduled. On Forward Plan.

**Actions from previous meetings:**

<b>Minute No.</b>	<b>Item/Description</b>	<b>Action By</b>	<b>Target Date</b>	<b>Status/Note</b>
27/07/17	<b>Quarter 4 Customer and Operational Performance Report</b> An update on the long term strategic approach of TfL's Bus Strategy to be provided to a future meeting.	Gareth Powell	6 June 2018 meeting.	Scheduled. On Forward Plan.
28/07/17	<b>Review of Bus Services to London's Hospitals</b> Officers to submit an annual update on bus services to London's hospitals and the issue of public transport provision to be raised with the Department of Health as part of the active lives and active travel agenda.	Gareth Powell	6 June 2018 meeting.	Scheduled. On Forward Plan.
32/07/17	<b>Future Mobility Business Models</b> Officers to report back on the outcome of the various Innovate UK trials.	Michael Hurwitz	6 June 2018 meeting.	Scheduled. On Forward Plan
34/07/17	<b>TfL International Benchmarking Report</b> This report to be an annual item, and to also include comparison data on buses, investment and customer service.	Gareth Powell	6 June 2018 meeting.	Scheduled. On Forward Plan.
18/03/17	<b>Night Tube Implementation</b> A six month review, including financial data, to be submitted to a future meeting.	Mark Wild	CSOPP meeting of 24 January 2018.	Report on agenda. Completed.