

**Board**



**Date: 29 March 2017**

**Item: Report of the meeting of the Customer Service and Operational Performance Panel held on 2 March 2017**

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**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 2 March 2017.

## **2 Recommendation**

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

## **3 Background**

3.1 The main matters considered by the Panel are listed below.

- (a) Customer Performance Report;
- (b) Customer Information Strategy and Programme;
- (c) Operational Performance Report;
- (d) Night Tube Implementation;
- (e) Taxi Fares and Tariffs Update;
- (f) London Underground Station Action Plan; and
- (g) Transparency.

## **4 Issues Discussed**

### **Customer Performance Report**

4.1 The Panel noted the report, which provided an update on TfL's operational performance for Quarter 3 2016/17.

4.2 The Panel requested more detailed analysis of TfL's customer commitments, and the theme of accessibility and disabled passengers would be reported to a future meeting as part of a 'deep dive' analysis.

- 4.3 Comparative data on contact centre services, as well as time taken to answer phone calls, would be added to the customer service reporting table in future reports.
- 4.4 Panel Members would be provided with the most up to date figures on customer performance for road user charging.

### **Customer Information Strategy and Programme**

- 4.5 The Panel noted TfL's Customer Information Strategy and Programme.
- 4.6 Members would be provided with more detailed financial information on how the Information Strategy and Programme were funded, highlighting the capital and operational spend. Further information on travel demand management data would also be reported to a future meeting.

### **Operational Performance Report**

- 4.7 The Panel noted the operational performance report for Quarter 3 2016/17.
- 4.8 The Panel suggested that bus usage be reviewed by time of day to help analyse the wider picture in terms of changing leisure and shopping patterns alongside other factors, such as road space sharing and temporary disruptions. All these factors would be included in the Bus Strategy report submitted to the meeting on 10 May 2017.

### **Night Tube Implementation**

- 4.9 The Panel noted the update on the launch and first few months of Night Tube on London Underground.
- 4.10 A six month review, including financial data, would be submitted to the Panel meeting on 13 July 2017.

### **Taxi Fares and Tariffs Update**

- 4.11 The Panel noted the update on the current position with regard to the 2017/18 taxi fares review.
- 4.12 It was agreed that the impact on the taxi card be included in the report to this meeting, alongside a clear timetable for approval for next year.

### **London Underground Station Action Plan**

- 4.13 The Panel noted the update on the delivery of the Action Plan to address issues raised by London TravelWatch's review of ticket office closures.
- 4.14 A number of successful improvements had been introduced as part of the Action Plan, including the further roll out of portable hearing loops, boundary extension tickets for customers outside Zone 1, and a TfL Oyster and contactless app for checking account balances and notifications. Members

highlighted the importance of on-going staff training in the use of hearing loops.

### **Transparency**

- 4.15 The Panel noted the update on TfL's position on transparency. Members stressed the importance of how information was published in terms of channels of communication, as well as content.

### **List of appendices to this report:**

None

### **List of Background Papers:**

Papers submitted to the Customer Service and Operational Performance Panel on 2 March 2017.

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