

Customer Service and Operational Performance Panel



Date: 13 July 2017

Item: Actions List

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 2 March 2017

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**Outstanding actions list from the Customer Service and Operational Performance Panel (CSOPP)
(reported to the meeting of the Panel on 13 July 2017)**

Actions from the Last Meeting

Minute No.	Item/Description	Action By	Target Date	Status note
14/03/17	<p>Matters Arising and Actions List Further information on the major road works programme would be included in the Bus Strategy report.</p> <p>A short job description and clear timetable to be drafted for the role of Social Needs Transport Champion.</p>	<p>Leon Daniels</p> <p>Peter Blake</p>	<p>Briefings held on 10 and 24 May 2017.</p> <p>Workshop session held on 10 May 2017.</p>	<p>Completed.</p> <p>Completed.</p>
15/03/17	<p>Customer Performance Report The theme of accessibility and disabled passengers to be reported to a future meeting as part of a 'deep dive' analysis.</p> <p>Comparative data, as well as time taken to answer phone calls, to be added to the customer service reporting table in future reports.</p> <p>Members to be provided with the most up to date figures on customer performance for road user charging.</p>	<p>Vernon Everitt</p> <p>Vernon Everitt</p> <p>Vernon Everitt</p>	<p>CSOPP meeting of 1 November 2017.</p> <p>CSOPP meeting of 13 July 2017.</p> <p>CSOPP meeting of 13 July 2017.</p>	<p>On Forward Plan.</p> <p>Included in report on agenda. Completed.</p> <p>Included in the performance report on agenda. Completed.</p>

Minute No.	Item/Description	Action By	Target Date	Status note
16/03/17	<p>Customer Information Strategy and Programme</p> <p>Members to be provided with more detailed financial information on how the strategy was funded, highlighting the capital and operational spend.</p>	Vernon Everitt	CSOPP meeting of 13 July 2017.	<p>The 2017/18 Customer Information budget reported at the meeting was £3.52m. This has subsequently been reduced to £3,103,820 through a rigorous re-prioritisation exercise.</p> <p>The budget is broken down as follows:</p> <ul style="list-style-type: none"> i) Capex: £475,000 (development of new printed products, new Customer Relationship Management system development and digital marketing cloud based data). ii) Opex: £2,628,820 (BAU products across all services i.e. Tube maps, car line diagrams, bus spider maps, works and closures posters and leaflets). <p>On agenda. Completed.</p>

Minute No.	Item/Description	Action By	Target Date	Status note
	Further information on travel demand management data to be reported to a future meeting.	Vernon Everitt	CSOPP meeting of 13 July 2017.	
17/03/17	Operational Performance Report Officers to review bus usage 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 and to be included in the Bus Strategy report submitted to the meeting on 15 May 2017.	Leon Daniels	Discussed at the informal discussion held on 10 May 2017.	Completed.
18/03/17	Night Tube Implementation A six month review, including financial data, to be submitted to the meeting on 13 July 2017.	Mark Wild	CSOPP meeting of 1 November 2017.	On Forward Plan.
19/03/17	Taxi Fares and Tariffs Update That the impact on the taxi card scheme be included in the report to the Board meeting of 29 March 2017, alongside a clear timetable for approval for next year.	Peter Blake	Board meeting of 29 March 2017.	Report submitted to Board plus a further report on this agenda. Completed.

Actions from previous meetings

Minute No.	Item/Description	Action By	Target Date	Status note
04/01/17	Matters Arising and Actions List Members requested copies of the International Benchmarking report.	Gareth Powell	CSOPP meeting of 15 May 2017.	Information circulated. http://content.tfl.gov.uk/rup-20160224-part-1-item07-international-benchmarking-report.pdf . Also report on agenda. Completed.
05/01/17	Operational Performance Report The discussion on the future of buses/new bus network, as set out in the Forward Plan, be brought forward.	Leon Daniels	-	Informal workshop held on 10 May 2017. Completed.
08/01/17	Social Needs Transport A Social Needs Transport Champion to be nominated from amongst the Panel to review this issue following a workshop session.	Chair of the Panel	-	Informal workshop held on 10 May 2017. Completed.
09/01/17	Taxi Fares and Tariffs Update A wider discussion to be held within the context of the Mayor's Transport Strategy.	Alex Williams	Board meeting of 29 March 2017.	This was addressed as part of the briefing on the Mayor's Transport Strategy held after the Board meeting. Completed.

Outstanding actions from the former Rail and Underground Panel

Minute No.	Item/Description	Action By	Target Date	Status note
06/02/16	<p>International Benchmarking Report Further benchmarking would take place to understand factors affecting administration costs on DLR.</p> <p>A paper would be presented to a future meeting of the Panel highlighting a benchmarking case study in which LU had been identified as 'world class'.</p>	<p>Leon Daniels</p> <p>Mark Wild</p>	<p>CSOPP meeting of 13 July 2017.</p> <p>CSOPP meeting of 13 July 2017.</p>	<p>Report on agenda. Completed.</p> <p>Report on agenda. Completed.</p>