

## 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, Thursday 2 March 2017

#### Members

Dr Mee Ling Ng OBE	Chair
Dr Alice Maynard CBE	Vice Chair
Baroness Grey-Thompson DBE	Panel Member
Anne McMeel	Panel Member
Dr Lynn Sloman	Panel Member

#### Staff

Leon Daniels	Managing Director, Surface Transport
Vernon Everitt	Managing Director, Customers, Communication and Technology
Peter Blake	Director of Service Operations, Surface Transport
Howard Carter	General Counsel
Patrick Doig	Surface Finance Director
Silke Elvery	Strategy and Planning Manager, Customers, Communication and Technology (Minute Reference 16/03/17)
Mark Evers	Director of Customer Strategy, Rail and Underground
Peter Fletcher	Strategic Communications Officer, Customers, Communication and Technology (Minute Reference 16/03/17)
Steve Griffiths	Chief Operating Officer, London Underground
Phil Young	Head of TfL Online, Customers, Communication and Technology (Minute Reference 16/03/17)
Sue Riley	Secretariat Officer

#### 11/03/17 Apologies for Absence and Announcements

Apologies for absence were received from Professor Greg Clarke CBE and Dr Nelson Ogunshakin OBE.

#### 12/03/07 Declarations of Interest

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

## **13/03/17 Minutes of the Previous Meeting**

The minutes of the meeting held on 30 January 2017 were approved as a correct record and signed by the Chair.

## **14/03/17 Matters Arising and Actions List**

It was noted that the Vice Chair had requested further information on the major road works programme at the previous meeting, and this would be included in the Bus Strategy report scheduled for the next meeting. **[Action: Leon Daniels]**

Members welcomed the additional information on longer term trends for bus passenger journeys, which had been circulated separately (05/01/17).

The Chair updated the Panel on discussions held with the Deputy Chair of TfL, on the appointment of a Social Needs Transport Champion. Further research would be carried out and a workshop for Panel Members held after the next meeting. Leon Daniels would prepare a scope for the role and a suggested timetable.

**[Action: Peter Blake]**

**The Panel noted the Actions List.**

## **15/03/17 Customer Performance Report**

Vernon Everitt presented TfL's customer service performance for Quarter 3 2016/17. Long term data and trends, as requested by Members at the previous meeting, would be included in the Quarter 4 report and would also include absolute numbers for complaints, with a particular spotlight on bus passenger complaints.

The target for abandoned calls (ABR) was no more than 15 per cent. The service level agreement for correspondence responses was 80 per cent with a turn around response time of three days, or 10 working days for more complex investigations. Many straightforward enquires were dealt with instantly.

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. **[Action: Vernon Everitt/Secretariat]**

Further explanation was sought on how TfL's outsourced Contact Centre services were managed and how performance overall was benchmarked. Comparative data, as well as time taken to answer phone calls, would be added to the customer service reporting table in future reports. **[Action: Vernon Everitt]**

TfL was part of a benchmarking group and also regularly reviewed in-house and third party service provision for value and quality. Consistency in performance across the organisation was also checked.

The poor performance of Capita in the delivery of the Congestion Charge contract was being addressed by TfL, and since January 2017 there had been some improvements and continued to be monitored closely.

Panel Members would be provided with the most up to date figures on customer performance for road user charging. **[Action: Vernon Everitt/Leon Daniels]**

**The Panel noted the report.**

## **16/03/17 Customer Information Strategy and Programme**

Vernon Everitt, Phil Young, Silke Elvery and Peter Fletcher presented the paper setting out TfL's Customer Information Strategy and Programme.

The impact of TfL's Transformation programme would result in a reduction in the cost of delivery, with work being commissioned into a single team, which was accountable to both Surface Transport and London Underground.

Members would be provided with more detailed financial information on how the strategy was funded, highlighting the capital and operational spend.

**[Action: Vernon Everitt]**

All the products listed in Appendix 2 to the report were fully funded. The main challenge was raising customer awareness of the information currently available. The Panel also noted the importance of ensuring that staff were kept up to date with the availability of the customer information products available.

TfL was experienced at providing targeted travel information to customers on planned disruptions, but needed to improve on providing real time advice and information.

Further information on travel demand management data would be reported to a future meeting.

**[Action: Vernon Everitt]**

The Panel suggested that TfL provide more accessibility information through mobile phone technology and encourage and challenge app providers to include accessibility data as part of their service. Phil Young stated that TfL, with the open data community, was focusing on actively encouraging improvements through workshops, as well as providing more accessibility data in journey planner itself. Interchange stations, poor signage and gate line positioning all impacted on passenger user experience for customers with disabilities.

**The Panel noted the strategy and programme.**

## **17/03/17 Operational Performance Report**

Steve Griffiths and Leon Daniels introduced the operational performance report for Quarter 3 2016/17.

An update on the Croydon Tramlink incident was provided and was being considered by both the Safety, Sustainability and Human Resources Panel and the TfL Board. Bus ridership continued to decline, due to increased congestion and journey speed. There had been some travel modal shifts and a continued growth in Outer London. Bus priority measures and other work were being developed to increase bus usage.

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.

**[Action: Leon Daniels]**

London Underground recorded its busiest day on 9 December 2016 with over five million journeys recorded. Improving reliability remained a key focus. There had been an increase in the number of customer incidents on London Underground and a series of initiatives were underway to address this, including how to influence customer behaviour as well as improving response and recovery times.

**The Panel noted the paper.**

### **18/03/17 Night Tube Implementation**

Steve Griffiths presented the paper on the launch and initial experience of the Night Tube on London Underground.

The operation of the Night Tube had quickly become part of business-as-usual with increasing ridership and good reliability. Security of passengers and staff, as well as any noise impact on local residents, had been TfL's main focus.

A six month review, including financial data, would be submitted to the Panel meeting on 13 July 2017.

**[Action: Mark Wild/Steve Griffiths]**

### **19/03/17 Taxi Fares and Tariffs Update**

Leon Daniels and Peter Blake presented the update on the current position with regard to the 2017/18 taxi fares review.

It was agreed that the impact on the taxi card be included in the report to the Board meeting of 29 March 2017, alongside a clear timetable for approval for next year.

**[Action: Peter Blake]**

**The Panel noted the paper.**

### **20/03/17 London Underground Station Action Plan**

Mark Evers updated the Panel on the delivery of the Action Plan to address issues raised by London TravelWatch's review of ticket office closures.

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.

Further updates would be provided at future Panel meetings.

**The Panel noted the paper.**

## **21/03/17 Transparency**

Howard Carter introduced 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.

**The Panel noted the paper.**

## **22/03/17 Members' Suggestions for Future Discussion Items**

Howard Carter presented the current forward programme.

**The Panel noted the forward programme.**

The meeting closed at 12.00pm

Chair: \_\_\_\_\_

Date: \_\_\_\_\_