

Board



Date: 9 November 2017

Item: Report of the Meeting of the Customer Service and Operational Performance Panel held on 1 November 2017

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 1 November 2017.
- 1.2 This paper provides a short summary of the items to be considered by the Panel, as the meeting of the Panel is held on the same day that this paper is published. The Chair of the Panel will provide an oral update at the meeting of the Board on any key issues raised by the Panel.

2 Recommendation

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

3 Committee Agenda and Summary

- 3.1 The papers for the meeting of the Panel held on 1 November were published on 24 October 2017 and are available on the TfL website:
<https://tfl.gov.uk/corporate/publications-and-reports/customer-service-op-performance>.
- 3.2 A short summary of the items on the agenda is provided below. The Chair will provide a summary to the Board.
- 3.3 The main matters to be considered by the Panel were:
 - (a) Customer and Operational Performance Report Quarter 2;
 - (b) Crime and Confidence on Public Transport;
 - (c) Assisted Transport Services;
 - (d) London Underground Station Action Plan;
 - (e) Accessible Transport; and
 - (f) Transparency, Freedom of Information and Data Protection.

- 3.4 A summary of the items on the agenda is provided below. The minutes of the meeting held on 1 November will be published ahead of the 24 January 2018 meeting of the Panel.

4 Issues To Be Discussed

Customer and Operational Performance Report Quarter 2

- 4.1 The quarterly report appears elsewhere on the agenda for the meeting of the Board.

Crime and Confidence on Public Transport

- 4.2 Further to the discussion by the Board on 19 September 2017, the paper set out details of the current crime on public transport trends, how these were impacted by work to improve and encourage reporting and the action taken once incidents were reported.

Assisted Transport Services

- 4.3 The Panel was asked to endorse the vision for spontaneous and independent travel and the roadmap for implementation of the vision.

London Underground Station Action Plan

- 4.4 The paper provided an update on progress against the delivery of the action plan.

Accessible Transport

- 4.5 The paper set out TfL's priorities for improving the accessibility of the transport network for 2017/18 and 2018/19.

Transparency, Freedom of Information and Data Protection

- 4.6 The paper provided an update on the development of the transparency strategy and preparations for changes to the legislation that determines how TfL can use customer and employee data.

List of appendices to this report:

None

List of Background Papers:

Papers submitted to the Customer Service and Operational Performance Panel on 1 November 2017.

Contact Officer: Howard Carter, General Counsel
Number: 020 3054 7832
Email: HowardCarter@tfl.gov.uk