

Transport for London

Minutes of the Customer Service and Operational Performance Panel

Conference Rooms 1 and 2, Palestra, 197 Blackfriars Road
London, SE1 8NJ

10.15am, Wednesday 24 January 2018

Members

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

Executive Committee

Howard Carter	General Counsel
Patrick Doig	Finance Director, Surface Transport
Vernon Everitt	Managing Director, Customers, Communication and Technology

Staff

Julie Dixon	Head of Marketing Services (Minute Reference 60/01/18)
Mark Evers	Director of Customer Strategy, London Underground
Siwan Hayward	Head of Transport Policing (Minute Reference 58/01/18)
Nigel Holness	Director of Network Operations
Lilli Matson	Director of Transport Strategy
Sue Riley	Secretariat Officer

54/01/18 Apologies for Absence and Announcements

There were no apologies for absence. The Chair welcomed Bronwen Handyside to her first meeting of the Panel.

55/01/18 Declarations of Interest

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

56/01/18 Minutes of the Previous Meeting

The minutes of the meeting held on 1 November 2017 were approved as a correct record and signed by the Chair.

57/01/18 Matters Arising and Actions List

Information on the Customer Programme OPEX spend had been circulated in advance of the meeting [26/07/17 & 44/11/17].

Future operational and performance reports would include mapping against the TfL Scorecard, the Mayor's Transport Strategy and the strategic risk register.

All other actions were either completed or incorporated into the Forward Plan.

The Panel noted the Actions List.

58/01/18 Quarterly Customer Services and Operational Performance Report

Vernon Everitt, Mark Evers, Nigel Holness and Patrick Doig jointly presented the Quarter 3 2017/18 Customer and Operational Performance Report.

Patronage on the London Underground continued to decline and impact on revenue, which was reflective of although not as significant as the position nationally. Significant improvements had been made in Quarter 3 to the excess journey times experienced by passengers, due to mitigating action taken as a result of leaf fall experienced last year. There continued to be signal failures on the sub-surface lines, due to ageing assets and infrastructure, particularly on the Circle line.

The Committee congratulated staff on the successful mitigation actions taken to address delays on the Piccadilly line.

Lost customer hours and scheduled kilometres had improved compared to the previous quarter and it was hoped that this trend would continue.

London Underground continued to focus on customer safety and the reduction of customer injuries, particularly on escalators, with improved staff training and customer focused campaigns. A majority of the accidents were minor and related to heavy suitcases or alcohol abuse.

Customer satisfaction levels remained stable and ratings often related to the level of overcrowding on the different Tube lines and condition of the fleet. A capital investment programme was scheduled for the Central and Piccadilly lines, which had obsolete and ageing assets.

The increase in staff related lost customer hours was due to a number of train operator factors, including higher rates of staff retirement, increased sickness levels and the higher number of errors with newly trained operators. Measures were being put in place to address each issue, including a mentoring and shadowing system for new train operators and closer working with occupational health as part of a comprehensive sickness strategy.

While the Safety, Sustainability and Human Resources Panel was responsible for scrutinising organisational strategies on staff sickness and attendance, the Members of this Panel would be invited to any discussions on those topics given their impact on customer service.

[Action: Secretariat]

Data on the gender of train operators would be provided to Members.

[Action: Nigel Holness]

Unwelcome action referred to in the customer related lost customer hours section included passenger misuse of train alarms and door jamming. London Underground was working closely with Network Rail and other providers to reduce suicides on the transport network, including targeted campaigns and deployment of volunteers on platforms. A consistent, agreed approach to dealing with passenger illness had also improved response times and reduced disruption.

The improvements in step-free access over the previous five quarters had been disappointing and was partly due to third party operators at stations such as Barking not maintaining lifts. TfL continued to apply pressure for quicker responses to asset maintenance.

Passenger journey numbers on the bus network had stabilised. Despite traditional seasonal challenges for bus reliability, this quarter had seen the best result to date. Bus speeds had also marginally improved.

The recently introduced trial of bus safety announcements had experienced some initial teething problems but these were being resolved and had been successful in engaging passengers in discussing bus safety.

While London Overground and TfL Rail were still the best performing rail networks in the country, discussions were ongoing with Arriva to improve service performance.

The popularity of cycling continued to grow. Due to the significant cycle improvement schemes introduced in London, expectations had risen, and therefore where such schemes were not yet available, customer satisfaction was lower. TfL had worked in partnership from a co-operative approach, with emerging new private cycle schemes to ensure best practice and adherence to health and safety issues.

Siwan Hayward introduced the crime trends section of the report, as requested at the last meeting. Recent significant changes to the British Transport Police's policing model had meant fewer officers on the transport network and a decrease in visibility. Following robust discussions, it had been agreed that neighbourhood policing patrols would be reintroduced across the network. This provided higher visibility and assurance for staff and passengers.

TfL continued to be a low crime network, with the majority of crime experienced being passenger theft. Prevention work was looking at how to address reducing low level passenger aggression during congested periods.

The public were more likely to report all levels of crime than in the past, which resulted in higher crime figures. TfL's clear up rate on sexual offences was much higher than the national rate and sent a clear message that such behaviour would not be tolerated.

Support for passengers with dementia and other hidden disabilities was discussed. Staff training, the provision of a card and overall station design were some ways that TfL was assisting.

Updated taxi and private hire call centre data was circulated at the meeting. Performance of the outsourced call centres had improved considerably. There remained issues with the level of service provision of Dial-a-Ride, which were being addressed and had been mainly due to staff sickness and recruitment issues.

The Committee congratulated staff on the success of the 'Please offer me a seat' badge and card campaign.

The Panel noted the report.

59/01/18 Night Tube One Year On

Nigel Holness and Mark Evers presented the paper on the first full year of Night Tube operation on London Underground.

Members highlighted the potential impact of the service reduction in night buses on customers with restricted mobility or low incomes, as well as seasonal variations in demand. Staff agreed to review data available on Night Tube and night bus users.

[Action: Nigel Holness]

Details of the cost of providing the Night Tube service would be provided.

[Action: Nigel Holness]

The Panel noted the paper.

60/01/18 Customer Information Strategy: Signage and Wayfinding

Vernon Everitt and Julie Dixon jointly presented an overview of TfL's approach to signage and wayfinding.

TfL was particularly focused on improving signage and information for passengers with accessibility needs and the role of digital technology and real-time information. Reliability and consistency across the network was needed so that passengers could travel with confidence.

Members requested that they be informed of any assisted travel journey trips which they could join in the future.

[Action: Julie Dixon]

International visitors and non-English speaking customers would also benefit from clear signage.

The Panel noted the paper.

61/01/18 Member Suggestions for Future Agenda Discussions

Howard Carter presented the current forward programme.

The following items would be added to the Forward Plan:

Stakeholder management; and
Bus Driver Terms and Conditions.

The Panel noted the forward programme.

62/01/18 Any Other Urgent Business

There was no urgent business.

63/01/18 Date of Next Meeting

The next meeting was scheduled for Wednesday 6 June 2018 but it was agreed that the dates of the next two meetings be reviewed. **[Action: Secretariat]**

The meeting closed at 12.35pm.

Chair: _____

Date: _____