

Customer Service and Operational Performance Panel



Date: 1 November 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 13 July 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 1 November 2017)**

Actions from last meeting

Minute No.	Item/Description	Action By	Target Date	Status note
26/07/17	Matters Arising and Actions List A note on Capex and Opex spend from the Customer Information budget, across the business, to be provided.	Vernon Everitt	Information to be circulated for CSOPP meeting of 24 January 2018.	Scheduled. On Forward Plan.
27/07/17	Quarter 4 Customer and Operational Performance Report An update on the long term strategic approach of TfL's Bus Strategy to be provided to a future meeting. Further information on how the decline in the number of serious fraud recorded crimes had been achieved, to be provided. Comparison to previous quarters in the preceding year for each performance data to be included in future reports.	Leon Daniels Leon Daniels Leon Daniels/ Vernon Everitt/ Mark Wild	CSOPP meeting of 24 January 2018. Information to be circulated for CSOPP meeting of 24 January 2018. CSOPP meeting of 1 November 2017.	Scheduled. On Forward Plan. Scheduled. On Forward Plan. Incorporated into report on agenda. Completed.
28/07/17	Review of Bus Services to London's Hospitals Officers to submit an annual update on bus services to London's hospitals and the issue of public transport provision to be raised with the Department of Health as part of the active lives and active travel agenda.	Gareth Powell	Spring 2018.	Scheduled. On Forward Plan.

Minute No.	Item/Description	Action By	Target Date	Status note
29/07/17	Taxi and Private Hire Licence Fees Copies of responses sent to stakeholders' correspondence be circulated to Panel Members.	Peter Blake	-	Circulated to all Board Members on 1 September 2017. Completed.
32/07/17	Future Mobility Business Models Officers to report back on the outcome of the various Innovate UK trials. An informal discussion to be held on the role of TfL in relation to future mobility business models.	Michael Hurwitz Secretariat	CSOPP meeting of 24 January 2018. Following the meeting.	Scheduled. On Forward Plan. To be discussed at the Technology, Data and Innovation meeting on 20 November 2017.
34/07/17	TfL International Benchmarking Report This report to be an annual item, and to also include comparison data on buses, investment and customer service.	Gareth Powell	Spring 2018	Scheduled. On Forward Plan.
35/07/17	Working in Partnership with other UK Cities Officers to also consider including Eurotunnel destinations such as Paris, Brussels and Lille as part of the partnership working.	Nick Quin	-	Staff are currently facilitating a number of engagements with Paris in particular and will continue to seek opportunities with other European cities and their transport operators through our European stakeholder networks.

Minute No.	Item/Description	Action By	Target Date	Status note
36/07/17	London Underground Station Action Plan A further update on all outstanding actions and future plans to be submitted to the next meeting.	Mark Wild / Vernon Everitt	CSOPP meeting of 1 November 2017.	Report on agenda. Completed.
38/07/171	Social Needs Transport The results of the pilots in inner and outer London to be reported to a future meeting.	Peter Blake	CSOPP meeting of 1 November 2017	Report on agenda. Completed.
40/07/17	Date of Next Meeting Monitoring and performance data for Quarter 1 to be circulated to Members outside of the meeting.	Secretariat	When available.	Circulated to all Board Members on 7 September 2017. Completed.

Actions from previous meetings

Minute No.	Item/Description	Action By	Target Date	Status note
15/03/17	Customer Performance Report The theme of accessibility and disabled passengers to be reported to a future meeting as part of a 'deep dive' analysis.	Vernon Everitt	CSOPP meeting of 1 November 2017.	On agenda. Completed.
18/03/17	Night Tube Implementation A six month review, including financial data, to be submitted to a future meeting.	Mark Wild	CSOPP meeting of 24 January 2018.	On Forward Plan.