

Customer Service and Operational Performance Panel



Date: 2 March 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

Appendix 2: Customer Performance Report Q2: Santander Cycles Clarification

List of Background Papers:

Minutes of meeting of the Panel on 30 January 2017 and the meetings of the former Rail and Underground Panel.

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**Outstanding actions list from the Customer Service and Operational Performance Panel (CSOPP)
(reported to the meeting of the Panel on 2 March 2017)**

Actions from the Last Meeting

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 10 May 2017.	The following background information was circulated: http://content.tfl.gov.uk/rup-20160224-part-1-item07-international-benchmarking-report.pdf A full report will be submitted to a future meeting. On Forward Plan.
05/01/17	Operational Performance Report That longer term data be included in future reports to allow trends to be seen and comparisons made. There was also a request for additional information regarding traffic and bus performance at a zonal/geographical level.	Leon Daniels/ Mark Evers	COSPP meeting of 2 March 2017.	The five year trends are included in the Q3 report. Longer term data would be provided separately to Members with the aim being to include in the Q4 report. Analysis of the year-on-year change in bus excess wait time by area is included in the Q3 report.
	The discussion on the future of buses/new bus network, as set out in the Forward Plan, be brought forward to the next meeting.	Leon Daniels	COSPP meeting of 10 May 2017.	On Forward Plan.

Minute No.	Item/Description	Action By	Target Date	Status note
06/01/17	<p>Customer Performance Report The request for more comparative, longer term, data would be incorporated across both performance reports to ensure consistency.</p> <p>Vernon Everitt agreed to clarify whether customer complaints in relation to Santander Cycles had reduced, as stated in the report commentary, as the variance was showing as a 16 per cent increase.</p>	<p>Vernon Everitt</p> <p>Vernon Everitt</p>	<p>COSPP meeting of 2 March 2017.</p> <p>COSPP meeting of 2 March 2017.</p>	<p>This will be incorporated consistently with the Operational Performance Report.</p> <p>See Appendix 2. Completed.</p>
08/01/17	<p>Social Needs Transport A Social Needs Transport Champion to be nominated from amongst the Panel to review this issue. Members welcomed the proposal and suggested that a workshop would be useful and that the scope and terms of reference for the role be considered before a nomination was made.</p>	Chair of the Panel	In progress.	Informal meeting held including the Chair, Deputy Chair and the Deputy Chair of TfL. It was agreed that further research would be commissioned before a workshop session was held.
09/01/17	<p>Taxi Fares and Tariffs Update The long term review of the taxi and private hire trade was discussed, including the impact of technology, market changes, fare pricing, and the promotion of a sustainable business model for the future. Members requested a wider discussion within the context of the Mayor's Transport Strategy.</p>	Alex Williams	March 2017.	This would be addressed as part of the next briefing on the Mayor's Transport Strategy.

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 has been identified as 'world class'.</p>	<p>Leon Daniels</p> <p>Mark Wild</p>	<p>CSOPP meeting of 10 May 2017.</p> <p>CSOPP meeting of 10 May 2017.</p>	<p>These actions will be addressed in the International Benchmarking Report.</p>

Appendix 2

Customer Performance Report Q2: Santander Cycles Clarification

At the meeting of the Panel on 30 January 2017 (Minute 06/01/17) Members requested clarification as to whether customer complaints in relation to Santander Cycles had reduced, as stated in the report commentary, as the variance was showing as a 16 per cent increase.

The Q2 report compared Q2 2016/17 to Q2 2015/16 and showed an increase from 2.70 in 2015/16 to 3.12 in 2016/17. However, the reduction referred to in the commentary was comparing Q2 2016/17 with the performance in the previous quarter – Q1 2016/17.

The reduction is outlined below:

Complaints per 100,000 journeys	Q2 2016/17	Q1 2016/17	Variance
Santander Cycles	3.12	4.03	-0.91

Commentary in future reports will ensure greater clarity when making comparisons with previous years.

The commentary in future reports will clarify the period for which the comparison is made, if it differs from the standard, which always compares to the previous year.