

**Board**



**Date:** 8 February 2017

**Item:** Report of the meeting of the Customer Service and Operational Performance Panel held on 30 January 2017

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**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 30 January 2017.

## **2 Recommendation**

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

## **3 Background**

- 3.1 The main matters considered by the Panel are listed below.

- (a) Operational Performance Report;
- (b) Customer Performance Report;
- (c) Please Offer Me A Seat Badge and Card;
- (d) Social Needs Transport;
- (e) Major Roadworks in Central London in 2017; and
- (f) Taxi Fares and Tariffs Update.

## **4 Issues Discussed**

### **Operational Performance Report**

- 4.1 The Panel noted the report, which provided an update on TfL's operational performance for Quarter 2 2016/17.
- 4.2 Members requested longer term data be included in future reports so that trends and comparisons could be made.
- 4.3 It was agreed that the future item on Bus Strategy and the Bus Network be brought forward for discussion by the Panel and include deadlines and timescales for measures designed to increase bus ridership.

- 4.4 The Panel requested additional information regarding traffic and bus performance at a zonal/geographical level.

### **Customer Performance Report**

- 4.5 The Panel noted the report, which provided an update on TfL's customer service performance for Quarter 2 2016/17.
- 4.6 The request for more comparative data would be incorporated across both reports to ensure consistency.
- 4.7 It was agreed that the TfL Customer Information Strategy, scheduled for discussion at the next meeting, would include digital data usage and associated costs and benefits.

### **Please Offer Me A Seat Badge and Card**

- 4.8 The Panel noted the paper, which provided the results of the recent trial of the 'Please offer me a seat' badge and card, to help our customers who need a seat when using public transport. The trial had been very successful, with 98 per cent of participants wanting us to continue with the scheme. The badge and card would therefore be rolled out in spring 2017.
- 4.9 The Panel congratulated officers on the success of the scheme.

### **Social Needs Transport**

- 4.10 The Panel noted the paper, which set out the current transport provision for elderly and/or mobility impaired Londoners, along with TfL's plans for improving social needs transport and an update on progress in delivering these plans.
- 4.11 The Deputy Chair of TfL had suggested that a Social Needs Transport Champion be nominated from amongst the Panel to review this issue. Members welcomed the proposal, suggested that a workshop to review the issues would be useful and suggested that the terms for the role be worked up before a member was nominated.

### **Major Roadworks in Central London in 2017**

- 4.12 The Panel noted the report, which provided information on planned major roadworks in central London during 2017 and the scale of impact these works were expected to have on the road network.

### **Taxi Fares and Tariffs Update**

- 4.13 The Panel noted the report, which provided an update on activity taken in relation to 2017/18 taxi fares, the next steps prior to the final set of proposals being submitted to the Board for approval on 29 March 2017. The paper also provided information on the further work that would be undertaken with regards to 2018/19 taxi fares.

4.14 Due to the need for the Board to agree the fares and tariffs in March 2017, the Panel endorsed the proposals as set out in the paper. Members requested a wider discussion within the context of the Mayor's Transport Strategy.

**List of appendices to this report:**

None

**List of Background Papers:**

Papers submitted to the Customer Service and Operational Performance Panel on 30 January 2017.

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