

Board



Date: 19 July 2017

Item: Report of the meeting of the Customer Service and Operational Performance Panel held on 13 July 2017

As provided for under section 100B(4)(b) of the Local Government Act 1972, the Chair is asked to agree that this item should be considered as a matter of urgency. The papers for this meeting were published on 11 July 2017, prior to the meeting of the Panel held on 13 July 2017. This paper summarises the issues considered and raised by the Panel and replaces the summary published with the agenda.

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 13 July 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) Q4 Customer and Operational Performance Report;
 - (b) Review of Bus Services to London's Hospitals;
 - (c) Taxi and Private Hire Licence Fees;
 - (d) Taxi and Private Hire – An Overview of Enforcement Activity;
 - (e) Cash Free Trams;
 - (f) Future Mobility Business Models;
 - (g) Ticketing: Improvements for Customers and Driving Down Costs;
 - (h) TfL International Benchmarking;
 - (i) Working in Partnership with Other UK Cities;

- (j) London Underground Station Action Plan;
- (k) Travel Demand Management; and
- (l) Social Needs Transport.

4 Issues Discussed

Quarter 4 Customer and Operational Performance Report

- 4.1 The Panel noted the update on TfL's customer and operational performance for Quarter 4 2016/17. This was the first quarterly report which combined all the operational areas from the three different Managing Directors. Members requested a further update on the long term strategic approach in the Bus Strategy.

Review of Bus Services to London's Hospitals

- 4.2 The Panel noted the review carried out by TfL on the provision of bus services to London's hospitals.
- 4.3 The Panel requested an annual update on bus services to London's hospitals.

Taxi and Private Hire Licence Fees

- 4.4 The Panel noted the proposals in relation to the changes to Private Hire operator licence fees, which were still under consideration. Members were interested in focusing on this issue from a customer perspective, ensuring fairness, and adequate resourcing for Taxi and Private Hire enforcement activities. TfL's responses to the letters from the Licenced Private Hire Cars Association on this matter would be circulated to Panel Members for information.
- 4.5 A paper elsewhere on the agenda for this meeting asks the Board to approve a delegation of authority to the Finance Committee to approve changes to the Taxi and Private Hire licence fees.

Taxi and Private Hire – An Overview of Enforcement Activity

- 4.6 The Panel noted the paper on TfL's approach to Taxi and Private Hire (TPH) enforcement, which it had previously requested. Anne McMeel reported on her recent attendance observing TPH enforcement in action in London and was impressed by the level of professionalism, and diversity of the staff.

Cash Free Trams

- 4.7 The Panel noted the update on the proposal to conduct a local engagement exercise on conversion to a cash free ticketing system. The Panel welcomed the proposals.

Future Mobility Business Models

- 4.8 The Panel noted the paper on an overview of connected and autonomous vehicles and demand responsive transport.
- 4.9 The Panel agreed that an informal seminar on this issue be held after a future Board meeting and that Panel Members should be kept informed of the outcome of the trials highlighted in the report.

Ticketing: Improvements for Customers and Driving Down Costs

- 4.10 The Panel noted the overview of TfL's programme to improve payment services for customers and deliver substantial cost reductions. The Panel welcomed the report in both improving services to customers while reducing costs.

TfL International Benchmarking

- 4.11 The Panel noted the high level overview of TfL's performance in customer-centric areas against domestic and international benchmarks, which had previously been requested by Members.
- 4.12 Members appreciated the excellent work in this report and asked for an annual update, which would also include information/data on international comparisons on bus issues, levels of investment and customer service.

Working in Partnership with Other UK Cities

- 4.13 The Panel noted the update on collaborative work by TfL with transport authorities in cities and regions around the country. It welcomed the collaborative working at a regional and metropolitan level and suggested that officers also include Eurostar links with Paris, Lille and Brussels.

London Underground Station Action Plan

- 4.14 The Panel noted the regular update on the delivery of TfL's Action Plan following London TravelWatch's review of ticket office closures.
- 4.15 The Panel welcomed that TfL was going beyond the recommendations in the original London TravelWatch review and building on the good work in this area, a further report on a Customer Excellence Plan would be reported to a future meeting.

Travel Demand Management

- 4.16 The Panel noted the overview of TfL's Travel Demand Management programme. Members acknowledged the excellent work done in this area by TfL and the value for money it provided.

Social Needs Transport

- 4.17 The Panel welcomed the proposed pilots highlighted in the report, which would be reported back to the next meeting, endorsed the Terms of Reference, change of name to Assisted Transport Services and the general approach of encouraging and enabling more users to utilise mainstream public transport.

List of appendices to this report:

None

List of Background Papers:

Papers submitted to the Audit and Assurance Committee on 14 March 2017.

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