

Customer Service and Operational Performance Panel



Date: 6 June 2018

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: Accessible Transport Update

Appendix 3: Priority Seating Week Coverage

List of Background Papers:

Minutes of meeting of the Panel on 24 January 2018.

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**Customer Service and Operational Performance Panel Actions List
(reported to the meeting on 6 June 2018)**

Appendix 1

Actions from the meeting held on 24 January 2018:

Minute No.	Item/Description	Action By	Target Date	Status/Note
05/01/18	<p>Quarterly Customer Services and Operational Performance Report Panel Members to be invited to attend any discussion of staff sickness and attendance at the Safety, Sustainability and Human Resources Panel.</p> <p>Data on the gender of train operators to be provided to Members.</p>	<p>Secretariat</p> <p>Nigel Holness</p>	<p>As appropriate.</p> <p>Following the meeting.</p>	<p>Information circulated. Completed.</p>
06/01/18	<p>Night Tube One Year On Staff to review data available on night tube and night bus users.</p> <p>Details of the cost of providing the night tube service would be provided.</p>	<p>Nigel Holness</p> <p>Nigel Holness</p>	<p>Autumn 2018</p> <p>6 June 2018 meeting.</p>	<p>To be incorporated into report on agenda on Bus Strategy</p> <p>Informal briefing to be provided after the meeting.</p>
07/01/18	<p>Customer Information Strategy: Signage and Wayfinding Members to be informed of any assisted travel journey trips which they could join in the future.</p>	<p>Julie Dixon</p>	<p>-</p>	<p>The assisted travel journeys formed part of the audits carried out in stations, with the dates provided in the report at</p>

				the meeting. The audits have now been completed with no more planned as all step free stations have now been audited. Representatives from IDAG attended some of the audits. Closed.
10/01/18	Date of Next Meeting The next two meeting dates to be reviewed.	Secretariat		Revised date agreed for 11 September 2018. Completed.

Actions from previous meetings:

Minute No.	Item/Description	Action By	Target Date	Status/Note
49/11/17	Accessible Transport A further update would to be provided.	Peter Fletcher		Attached at Appendix 2 and 3. Completed.

Appendix 2

Accessible Transport Update

Station Audits

Step free wayfinding audits have been carried out at all LU step free stations, with a report compiled for each station. This sets out where there are gaps in wayfinding and checks that the signage trail, for example to lifts, are correct. Our supplier has already started to fix these gaps or errors at a number of stations, including London Bridge and Kings Cross.

Accessibility Engagement

We are planning on holding a second 'Access all Areas' event. We have secured space at Excel on the 13 November 2018. A group is being set up to plan the event and we would welcome input from the CSOPP panel around the event content.

Awareness of Products and Services

We help a 'Priority Seat week', w/c 23 April 2018. The campaign ran across various channels, including media activity, station PA announcements including announcements by Dr Amit Patel, stickers on trains, a series of posters across the network and social media (see attached).



Coverage Review - April 2018



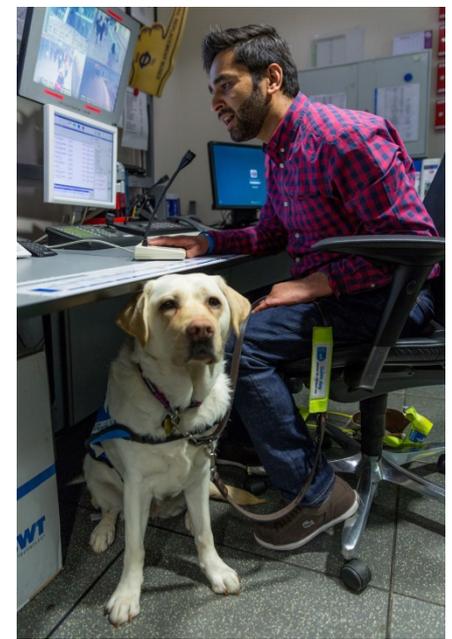
Overview ...

- Priority Seating Week was a joint initiative created by the Press Office, Stakeholder Engagement and Design, with help and support from the other Customer teams.
- The objective was raise awareness about Priority Seats and who they're intended to be used by, as well as promote the 'Baby on Board' and 'Please Offer Me A Seat' badge.
- The week coincides with the first anniversary of the 'Please Offer Me A Seat' badge.

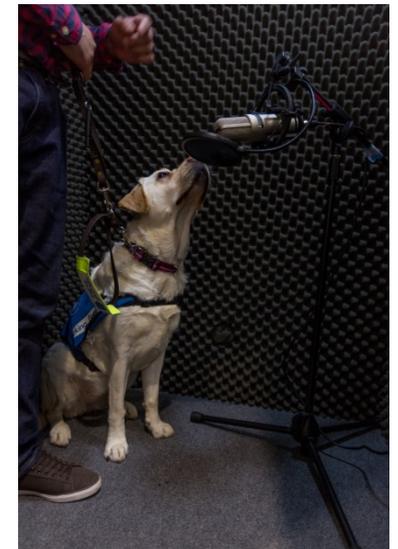


Activity during the week...

- Newly designed Priority Seating signs were installed on selected London Overground and Jubilee line trains
- Dr Amit Patel recorded a special Tube PA announcement asking fellow passengers to offer their seat if asked
- Posters in Tube stations featuring customers, including pregnant women and people with visible and non-visible impairments, talking about the difference a seat makes to them
- Live Facebook chat with Tommy's pregnancy charity



MAYOR OF LONDON



EVERY JOURNEY MATTERS

Coverage highlights...

- 100 per cent positive coverage across TV, radio, online and print
- Including interviews with customers and journalists sharing their experiences of how TfL's badges and priority seating has helped them

BBC NEWS Evening Standard.

Blind man's London Tube experiences highlight badge scheme

© 23 April 2018

f t e Share



Dr Amit Patel tried to get his guide dog Kika to join in on the announcements, but said she would not make a sound as she is a very quiet dog

London Tube passengers told 'give up priority seats to those who need them' as TfL launches awareness campaign

ROSS LYDALL, MICHAEL HOWE 4 days ago 4 comments

f t e



i News The Essential Daily Briefing

People with anxiety are relieved TFL's new campaign encourages them to be offered Tube seats



This Week Is TfL's Priority Seating Week - Here's What That Means

Passengers urged to give up priority seats to those who need them on London Underground

RICHARD POLLINS ITV LONDON NEWS EDITOR

Transport for London is urging passengers on public transport to be more considerate of passengers who find it difficult to stand. TfL has launched a Priority Seating Week campaign to highlight the issue - handing out 30,000 'Please Offer Me A Seat' badges to passengers who have conditions which make standing difficult.

In my formative years my dad described life to me as, 'like a journey on the Northern line. It's hard, it's uncomfortable, there will be delays on the way but it can be done. You can reach the destination of your choice.'



Mark Evers
MAYOR OF LONDON



The Pool



Today marks the one year anniversary of the launch of TfL's 'Please Offer Me A Seat' badge. To celebrate the anniversary, this week is officially TfL's priority seating week.



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Coverage highlights – local media...

HARROW **TIMES**

Transport for London launch 'Priority Seating Week'

Why you should always give up your seat on the train



Watford Observer

C'est la "semaine des places prioritaires" dans les transports !



LEPETITJOURNAL.COM

L'ACTUALITÉ LOCALE ET INTERNATIONALE POUR LES EXPATRIÉS FRANÇAIS ET LES FRANCOPHONES

EAST LONDON & WEST ESSEX

Guardian

IanVisits



Enfield **INDEPENDENT**

OPINION

I have an invisible condition. This little badge helps me cope

3 MIN

It means more than you think when you give up your seat, says Amelia Heathman



PARIKIAKI



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Interview series with The Metro throughout the week...



Me and my seat

As part of Priority Seating Week, MetroTravel talks to Nadene Lee-Nelson, who is 34 weeks pregnant, to find out about her experience of travelling on the Tube.

Why is it important for pregnant women to have access to a priority seat?

Growing a child can be tiring and makes it difficult to stand for long periods of time. Therefore priority seats, located at the front of buses or near the exit doors on the Tube, really do help to ease any strain.

Does the Baby on Board badge help and, if so, in what way?

The badge does help because it's not always easy to tell if a woman is pregnant or not. Some women don't have a bump until much later on in their pregnancy, but they still have all the symptoms that may make them feel nauseous, fatigued or achy. By wearing the badge, others can recognise it and are more likely to offer their seat.



Are other passengers receptive to pregnant women on public transport?

I've found that not everyone is receptive – this could be for many reasons. Maybe they are tired after a hard day's work, or perhaps they have been standing for most of their journey and finally managed to get a seat just before I came on. I also find a lot of passengers have their focus on their phones, books or newspapers so they are not aware that a pregnant lady might be standing near them.

Did you know?

More than one million Baby on Board badges have been requested by customers in 12 years – about 10,000 per month. The badges can be used on all TfL services, as well as on station platforms and waiting areas.

■ **To get your badge, visit tfl.gov.uk/transport-accessibility/**

Travel news metro@tfl.gov.uk

Brought to you by TRANSPORT FOR LONDON EVERY JOURNEY MATTERS

Standing up for priority seats

A new campaign starts today to make travelling easier for people with a range of conditions.



Badge of honour: Passengers are reminded to consider those who may need a priority seat

As the need for someone to have a seat is not always obvious, the aim of 'Priority Seating Week' is to raise awareness of the issue.

The week marks the one year anniversary of the 'Please offer me a seat' badge, with more than 30,000 badges issued since the initiative was launched.

Posters will be displayed in Tube stations, featuring pregnant women and those with visible and non-visible impairments, highlighting the difference a seat makes to them.

There will also be new signs on priority seats on selected London Overground and London Underground trains, asking passengers to consider others when using the seats.

TfL has worked closely with customers who have had negative experiences, including Dr Amit Patel when travelling with his guide dog, Kika. Dr Patel has recorded a special announcement which will be played on

Me and my seat

MetroTravel talks to Chloe Smith, who is vision impaired (VI), to find out about her experience of travelling on the Tube.

Why do VI passengers need priority seats? It makes it easier to find the door to get off, if you have to stand in the middle of a carriage. It is hard to remember where the door is. A VI person can't see when they are in the way, so you are prone to getting pushed around. If you have an assistance dog, standing can be dangerous for the dog too. When the person has a seat, they can protect their dog from being trodden on.

What more could people do for VI passengers on public transport? It is really helpful when people explain what they are doing. If someone gives me their seat without saying anything, I am often still standing there, not knowing what has happened or thanking them. Also, people may take my arm and just push me towards the seat without saying a word. It's better to say what you are doing, such as: 'There is a free



Travel news metro@tfl.gov.uk

Brought to you by TRANSPORT FOR LONDON EVERY JOURNEY MATTERS

Me and my seat

Today marks the one-year anniversary of the 'Please offer me a seat' badge.

SINCE the initiative was launched, more than 30,000 badges have been issued to disabled customers and those with invisible conditions. Designed to make travelling easier for people who find it difficult to stand, the free badge and card help customers who otherwise might struggle to get a seat on public transport.

As part of Priority Seating Week, MetroTravel talks to Dr Alexandra R. A. Lee, who has Ehlers-Danlos Syndrome (EDS), to find out about her experience of travelling on the Tube.

What are some of the issues you face when travelling on public transport?

I live with chronic pain. My joints are too flexible and can move out of place, so having to hold on to a pole on the Tube can be particularly difficult, especially if it's above my

head. I also get quite dizzy, especially in hot spaces, so standing for long periods is hard.

Why is the priority seating important to you?

Getting a seat is important for me as it means I am much less likely to faint and my pain is more manageable. I'd like to thank everyone who has ever stood up for me, and to those who have stood up for others on public transport. It makes such a difference.

Does your 'Please offer me a seat' badge make travel easier?

Absolutely. Before I had the badge, I felt unable to ask for a seat even when I needed one. I had to get off the train sometimes as I just couldn't stand any more. Now, I feel confident enough to ask for a seat.

Did you know?

A survey of 'Please offer me a seat' badge users found:

- 84 per cent had an invisible condition
- 75 per cent are offered a seat with the badge or card
- 78 per cent find it easier to get a seat with the badge or card
- 95 per cent said they were likely to recommend the scheme to a friend

■ **For more information on accessible services and to apply for a badge, visit tfl.gov.uk/accessibility**

How could fellow passengers help to make travel easier for people with a range of conditions?



Chloe Smith: 'Please offer me a seat' badge has helped



Stakeholder Engagement...

- Stakeholder support and involvement in the campaign was crucial to its success

Transportforall
Accessible transport is our right



Nicky Lidbetter, Chief Executive at Anxiety UK, said: "I applaud TfL for ensuring that mental health has parity of esteem with physical health disabilities and would encourage others with responsibility for transport across the UK to follow suit."



Paul Howard, LUPUS UK said: "The 'Please Offer Me a Seat' badges offered by TfL are an excellent way to help travellers be more aware of the potential needs of those around them."



Alan Benson, Chair Transport for All, said: "At Transport for All we applaud TfL's continued efforts to raise awareness of the badge and also applaud the increasing numbers of people who support it through their actions."

CANCER ON BOARD
Making life easier for cancer patients.

Clare Pelham, Chief Executive at Epilepsy Society, said: "I hate to take up a seat on a bus or Tube when someone else who needs one is standing up. But I also – like many other people – don't always spot them and it can be excruciating to ask. That's why TfL's 'Please Offer Me A Seat' badges are so great."



Bloodwise

Why getting a seat on the tube can be so important if you have blood cancer



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Stakeholder Engagement...

- Stakeholder Engagement worked with charities to secure customers to feature in the campaign at no cost.



Yammer highlights...

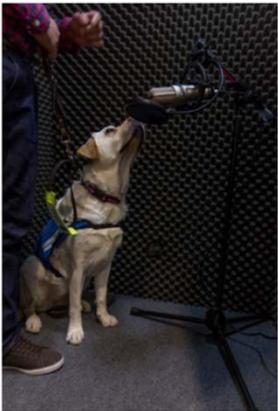
- The campaign has been well received internally, with staff sharing their stories

All Company

Sam Wall – Monday at 03:18 PM

Today we launched our first ever Priority Seating Week which aims to improve awareness of the importance of priority seats, the 'Baby on Board' badge and the 'Please Offer Me A Seat' badge. Activity during the week includes:

- Announcements at Tube stations by Dr Amit Patel, a passenger who made the news recently after having bad experiences when travelling with his guide dog Kika
- Posters featuring customers including pregnant women and people with impairments, [expand](#)



LIKE REPLY Women's Staff Network Group [Join](#)
Mark Owen, Aliso

Sam Wall – 23 hours ago

Hi all, this week is Priority Seating Week and on Thursday at 13:45 we are holding a live Facebook chat with Tommy's midwives. If you have any questions you want to ask please do login in and join the conversation! Alternatively feel free to post questions below which I can raise.

Sam Wall
In All Company

For Priority Seating Week, on Thursday 26 April we will be having a live chat session with some of Tommy's midwives from 1:45pm on our Facebook page. This will be a great chance to ask a midwife about what it is like using public transport when pregnant and general thoughts on priority seating. If you are able to login and ask a question during the event that would be great. Alternatively please feel free to post your questions below.

[View Full Conversation](#)

LIKE REPLY SHARE EDIT
hama patel, Harriet Glen, Caroline Cheales, and 2 others like this

Seen by 68

1 share ##Pressoffice

Nicola Dinneen – Monday at 06:23 PM from iPad

Great idea getting Kika and owner involved.

UNLIKE REPLY SHARE ...

You like this

KM **Kani Mehmet (Op Property)** – 1 minute ago

TfL have taken a very positive approach to assist those with visible and non-visible disabilities. Having a hidden disability myself, I fully support bringing awareness to those around us. My personal experience with the 'Please offer me a seat badge' has its ups and downs. I have found that every 10 journeys I make a week (to and from work) I am offered a seat on no more than 3 occasions. You get those who look at the badge and then look away. I have even seen them look it up on their phones and yet still remain seated. On the odd occasion I ask, people do get up whilst others become somewhat rude in their response. Shame really.

All Company

Sam Wall – 23 hours ago – Edited

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LIKE REPLY SHARE EDIT ...
Michael Forshaw, Paul O'Leary, Liz Murphy, and Nicola Dinneen like this

Seen by 313

Hannah Wood – 6 hours ago

I was pregnant 15 years ago and commuting to central London from my home in Leytonstone at the time of the Chancery Lane derailment when the Central line was shut down for weeks. I was around 5-6 months pregnant and found it a massive struggle, I agreed with my manager to come in early and go home early to avoid the worst of the rush hour but even so trying to get on a bus at Stratford was a scrum and I remember getting very upset when I got shoved and pushed in the belly (I was visibly pregnant). It was a nightmare.

Later in my pregnancy I was off sick with complications and on crutches for the last month or so - at 8 months pregnant and on crutches I had to ask for a seat on the bus, nobody offered. Anything that improves people's awareness of the needs of others has got to be a good thing. These days I am disabled and walk with a stick and still sometimes find I need to ask for a seat. [collapse](#)

UNLIKE REPLY SHARE ...

Nicola Dinneen – 2 hours ago from iPad

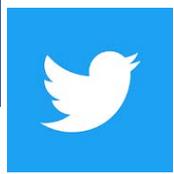
Saw two people with the badge this morning during the peak. I wanted to ask how they were finding it but our trains were packed this morn.

LIKE REPLY SHARE ...



Social Media highlights ...

- On TfL channels alone, the campaign has been hugely successful so far
 - Over 350k impressions (amount of times post has been seen)
 - 9k engagements (likes, shared comments, etc)
 - Engagement rate 2.6 % (very good)



#PrioritySeatingWeek

Transport for London
Published by Transport for London [?] · Yesterday at 11:30 · €

Tom has epilepsy which you can't see.
You can't always tell when someone may need a seat so please give yours up if they ask or are wearing a "Baby on Board" or "Please Offer Me a Seat" badge. #PrioritySeatingWeek



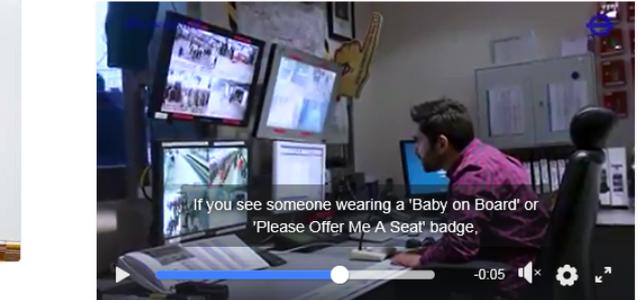
Transport for London
Published by Transport for London [?] · 3 hrs · €

Chloe, who is blind, gives another compelling reason to be considerate with priority seats.
There are a number of reasons someone may need a seat, please give up yours if you can. #PrioritySeatingWeek



Transport for London
Published by Transport for London [?] · 23 April at 12:49 · €

Did you hear Dr Amit Patel's special announcement on your commute this morning?
He's supporting Priority Seating Week after bad experiences travelling with his guide dog Kika. If you see someone with a "Baby on Board" or "Please Offer Me a Seat" badge please give up your seat if you can.



Transport for London Retweeted
TfL Access @TfLAccess · Apr 24
Have you heard @BlindDad_UK over our station tannoy yet? #priorityseatingweek #travelkind

Transport for London Retweeted
TfL Access @TfLAccess · Apr 24
We'd like to hear about your experiences trying to access priority seats. What can other customers do to help? Do badges/cards make it easier? #travelkind #priorityseatingweek



Social Media highlights ...

#PrioritySeatingWeek

- The campaign also received support from third parties and journalists

TFA Pinned Tweet
Transport for All @transportforall · Apr 23
It's #PrioritySeatingWeek! #DidYouKnow that not all impairments are visible and many Disabled people with invisible impairment need a seat in order to travel. Please offer your seat to anyone who need it, whether they are wearing a badge or not!



You, TFL Access, Kika 🇬🇧 and 3 others

8 465 424

LUPUSUK @LUPUSUK · Apr 23
Today is the start of @TfL's Priority Seating Week! Lisa Kingston was kind enough to volunteer to be a part of the campaign and represent people with #lupus and invisible illnesses.

A small act can have a big impact on someone's day, so give up your seat if you can. #TravelKind



5 42 74

CancerOnBoard @CancerOnBoard · Apr 21
London Tube passengers told 'give up priority seats to those who need them' as TfL launches awareness campaign | London Evening Standard



Tube passengers told 'give up priority seats to those who need them'...
Transport bosses are launching a campaign next week to ensure pregnant, disabled and elderly passengers most in need of a priority seat are able to ...
standard.co.uk

2 7 14

Kika 🇬🇧 @Kika_GuideDog · 52m
I Guided dad & little bro to #LondonBridge to do an interview with @itvlondon regarding #PrioritySeatingWeek! Look out for us on the 6 o'clock news 📺 🐶 🐕
#TravelKind @BlindDad_Uk @TfL @guidedogs @transportforall @RNIB



2 13 63

Kika 🇬🇧 @Kika_GuideDog · 5h
This is so wonderful to hear. We're thrilled that the #PrioritySeatingWeek is having a real impact on real people 👍
#TravelKind @TfL @transportforall @BlindDad_Uk

Skipp The Guide Dog @Skipperooo1
We heard @BlindDad_Uk at Walthamstow on the @victorialine today! More and more people are offering their seat for us when we need it. Word is getting out there- thank you 🙏



1 38 151



Social Media highlights ...

#PrioritySeatingWeek

 **Vicky McNally** @VickyMcNally1 · 18h
The #PrioritySeatingWeek on @TfL important to highlight that not all disabilities are visible. @AnxietyUK Watch out for people wearing the blue badge & remember to offer your seat 👍 BBC News - Blind man's London Tube experiences highlight badge scheme

 **laura holliday** @LauraHday Follow
My OCD and anxiety used to be so severe that I would have to take days off work because I was too afraid to get onto a crowded tube. This is such a great campaign and I'm glad that people are finally spreading awareness of invisible disabilities
#PrioritySeatingWeek

 **Julia** @Ju21 Follow
#TravelKind Not all disabilities are visible. Pain is not always visible. I'd like to be able to use priority seating if my journey is longer than 5 mins - but without the condescending stares from passengers wondering if I'm sitting down cos I'm lazy. @TfLAccess
3:18 PM - 24 Apr 2018 from Croydon, London

 **Tom Wright** @tomwrightuk · Apr 24
This week is @TfL 'Priority Seating Week' and guide dog owner @BlindDad_Uk will be making tannoy announcements all week: bit.ly/2qUyjfF
1 4 7

 **Becky Rideout** @RideoutBecky Follow
Just heard an announcement at #Romford @TfLRail for #PrioritySeatingWeek - great to hear this support #pleaseOfferMeASeat @TfLAccess hope the public takes notice 🙏
A lot of them pretend not to see you 😞
9:49 AM - 25 Apr 2018

 **Gail Tuck** I want to say thank you to the two passengers who offered me and my daughter a seat on the Northern Line on Saturday 14th April. My daughter was having an anxiety attack and the tube was busy and they offered seats to give her some space. Thank you for your kindness
Like · Reply · Message · 1d

 **Bryony Hopkins** ✓ @BryonyEHopkins Follow
Fab to see some people talking about invisible illnesses here. If you don't need to sit - give up your seat! #PrioritySeatingWeek

 **Kaeyi Dream** @KaeyiDream Follow
As someone who has a @TfL "please offer me a seat badge" and feels like I don't look "sick" enough to use it.. so I suffer silently. I would really like to open up a discussion to hear your thoughts on the #priorityseatingweek campaign! What is your experience with this badge? ❤️

