

# Subject: Proposal for a Rapporteurship Investigation Into Transport for London's Customer Service

**Report to: Transport Committee**

**Report of: Executive Director of Secretariat**

**Date: 14 July 2011**

**This report will be considered in public**

## 1. Summary

- 1.1 This report sets out a proposal for an investigation into Transport for London's (TfL) customer service and asks the Committee to recommend to the Business Management and Administration Committee (BMAC) the appointment of Valerie Shawcross AM as a rapporteur to conduct this investigation.

## 2. Recommendations

- 2.1 **That the Committee recommends to the Business Management and Administration Committee the appointment of Valerie Shawcross AM as a rapporteur to conduct an investigation into Transport for London's customer service.**
- 2.2 **That the Committee agrees the proposal for this investigation including the proposed terms of reference as set out at Appendix 1 of this report.**

## 3. Background

- 3.1 The Transport Committee agreed as part of its 2011/12 work programme that, subject to BMAC's approval, Valerie Shawcross AM would undertake an investigation into TfL's customer service. Following research a detailed proposal for this investigation has been drawn up for formal approval at this meeting. Subject to the Committee's approval, this proposal will be considered by BMAC at its meeting on 20 July 2011.

## 4. Issues for Consideration

- 4.1 This investigation will aim to assess how effectively TfL deals with Londoners who approach the organisation to request information, make a complaint, or make suggestions for improvements. The rapporteur would assess how successfully TfL currently is in meeting its targets, and identify any internal obstacles to improvements. It will also examine what data TfL collects on customers and how this is used within the organisation. Finally, the rapporteur will look at how Project Horizon, the

current organisation-wide restructuring project within TfL, might affect customer service in the future.

- 4.2 The paper providing a detailed proposal including proposed terms of reference for the rapporteurship investigation into TfL's customer service is attached at **Appendix 1** for agreement

## 5. Legal Implications

- 5.1 The Committee has the power to do what is recommended in this report.

## 6. Financial Implications

- 6.1 There are no financial implications to the GLA arising from this report.

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### List of appendices to this report:

Appendix 1 – Proposal for investigation into TfL's customer service

<b>Local Government (Access to Information) Act 1985</b>
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List of Background Papers: None
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