

Agenda

**Meeting: Customer Service and
Operational Performance Panel**

Date: Thursday 7 October 2021

Time: 10:00am

**Place: Conference Rooms 1 and 2,
Ground Floor, Palestra, 197
Blackfriars Road, London, SE1
8NJ**

Members

Dr Mee Ling Ng OBE (Chair)
Bronwen Handyside

Anne McMeel
Dr Lynn Sloman MBE

Copies of the papers and any attachments are available on [tfl.gov.uk How We Are Governed](https://tfl.gov.uk/How-We-Are-Governed).

This meeting will be open to the public and webcast live on [TfL YouTube channel](#), except for where exempt information is being discussed as noted on the agenda.

There is access for disabled people and induction loops are available. A guide for the press and public on attending and reporting meetings of local government bodies, including the use of film, photography, social media and other means is available on www.london.gov.uk/sites/default/files/Openness-in-Meetings.pdf.

Further Information

If you have questions, would like further information about the meeting or require special facilities please contact: Jamie Mordue, Secretariat Officer; Email: [y_JamieMordue@tfl.gov.uk](mailto:JamieMordue@tfl.gov.uk).

For media enquiries please contact the TfL Press Office; telephone: 0343 222 4141; email: PressOffice@tfl.gov.uk

Howard Carter, General Counsel
Wednesday 29 September 2021

Agenda
Customer Service and Operational Performance Panel
Thursday 7 October 2021

1 Apologies for Absence and Chair's Announcements

2 Declarations of Interest

General Counsel

Members are reminded that any interests in any matter under discussion must be declared at the start of the meeting, or at the commencement of the item of business.

Members must not take part in any discussion or decision on such matter and, depending on the nature of the interest, may be asked to leave the room during the discussion.

3 Minutes of the Meeting of the Panel held on 14 July 2021

(Pages 1 - 6)

General Counsel

The Panel is asked to approve the minutes of the meeting of the Panel held on 14 July 2021 and authorise the Chair to sign them.

4 Matters Arising and Actions List

(Pages 7 - 12)

General Counsel

The Panel is asked to note the updated actions list.

5 Customer Services and Operational Performance Report – Quarter 1, 2021/22

(Pages 13 - 50)

Managing Directors Customers, Communication and Technology, Surface Transport, and London Underground and TfL Engineering.

The Panel is asked to note the paper.

6 Bus Services to London's Hospitals

(Pages 51 - 62)

Managing Director Surface Transport

The Panel is asked to note the paper.

7 Winning Back Our Customers

(Pages 63 - 88)

Managing Director Customers, Communication and Technology

The Panel is asked to note the paper.

8 Enterprise Risk Update - Disparity Leading to Unequal or Unfair Outcomes (ER11)

(Pages 89 - 92)

Chief People Officer

The Panel is asked to note the paper and exempt supplemental information on Part 2 of the agenda.

9 Members' Suggestions for Future Discussion Items

(Pages 93 - 96)

General Counsel

The Panel is asked to note the forward plan and is invited to raise any suggestions for future discussion items for the forward plan and for informal briefings.

10 Any Other Business the Chair Considers Urgent

The Chair will state the reason for urgency of any item taken.

11 Date of Next Meeting

Tuesday 7 December 2021 at 10.00am

12 Exclusion of the Press and Public

The Committee is recommended to agree to exclude the press and public from the meeting, in accordance with paragraph 3 of Schedule 12A to the Local Government Act 1972 (as amended), in order to consider the following items of business.

Agenda Part 2

13 Enterprise Risk Update - Disparity Leading to Unequal or Unfair Outcomes (ER11)

(Pages 97 - 104)

Exempt supplemental information relating to the item on Part 1 of the agenda.