

Customer Service and Operational Performance Panel Forward Planner 2021/22

Membership: Dr Mee Ling Ng OBE (Chair), Vacant (Vice Chair), Bronwen Handyside, Anne McMeel and Dr Lynn Sloman.

Abbreviations: Managing Director (MD), Customers, Communication and Technology (CCT), London Underground and TfL Engineering (LU), Surface Transport (ST), D (Director)

7 December 2021		
Quarterly Customer Services and Operational Performance Report	MD CCT/MD LU/MD ST	Standing item
Assisted Transport Services	MD ST	Every six months
ER3: Major Service Disruption	MD LU	Annual

17 March 2022		
Quarterly Customer Services and Operational Performance Report	MD CCT/MD LU/MD ST	Standing item
Assisted Transport Services	MD ST	Every six months
Strategic Overview of Cycling	D City Planning / MD ST	Annual
ER6: Loss of Stakeholder Trust	MD CCT	Annual

Regular items:

- Quarterly Customer Services and Operational Performance Report (MD CCT/MD LU/ MD ST) (Quarterly)
- TfL International Benchmarking Report – Annual
- Bus Services to London’s Hospitals – Annual (June/July)
- Assisted Transport Services Update (every six months)
- Customer Journey Modernisation (every six months)
- Strategic Overview of Cycling – Annual (February/March)
- TfL International Benchmarking Report (October 2022)

Items to be scheduled:

- Communication with front line staff and customers (Action from PIC)
- Rotherhithe to Canary Wharf crossing