

Agenda

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

Date: Tuesday 7 December 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).

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Further Information

If you have questions, would like further information about the meeting or require special facilities please contact:

Jamie Mordue, Secretariat Officer; Email: v_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
Monday 29 November 2021

Agenda
Customer Service and Operational Performance Panel
Tuesday 7 December 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 7 October 2021

(Pages 1 - 8)

General Counsel

The Panel is asked to approve the minutes of the meeting of the Panel held on 7 October 2021 and authorise the Chair to sign them.

4 Matters Arising and Actions List

(Pages 9 - 12)

General Counsel

The Panel is asked to note the updated actions list.

5 Customer Services and Operational Performance Report - Quarter 2, 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 Assisted Transport Services Update

(Pages 51 - 62)

Managing Director Surface Transport

The Panel is asked to note the paper.

7 Update on Customer Safety and Security

(Pages 63 - 88)

Director of Compliance, Policing and Operations and Security

The Panel is asked to note the paper.

8 Members' Suggestions for Future Discussion Items

(Pages 89 - 92)

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.

9 Any Other Business the Chair Considers Urgent

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

10 Date of Next Meeting

Thursday 17 March 2022 at 10.00am.