

Agenda

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

Date: Thursday 17 March 2022

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)
Marie Pye (Vice-Chair)
Bronwen Handyside

Anne McMeel
Dr Lynn Sloman MBE
Peter Strachan

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: Secretariat02@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 9 March 2022

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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 December 2021

(Pages 1 - 10)

General Counsel

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

4 Matters Arising and Actions List

(Pages 11 - 14)

General Counsel

The Panel is asked to note the updated actions list.

5 Quarterly Customer Services and Operational Performance Report - Quarter 3, 2021/22

(Pages 15 - 52)

Chief Customer and Strategy Officer and Chief Operating Officer

The Panel is asked to note the paper.

6 Enterprise Risk Update - Major Service Disruption (ER3)

(Pages 53 - 56)

Chief Operating Officer

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

7 Members' Suggestions for Future Discussion Items

(Pages 57 - 60)

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.

8 Any Other Business the Chair Considers Urgent

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

9 Date of Next Meeting

Wednesday 13 July 2022 at 10.00am.

10 Exclusion of the Press and Public

The Committee is recommended to agree to exclude the press and public from the meeting, in accordance with paragraphs 3 and 5 of Schedule 12A to the Local Government Act 1972 (as amended), in order to consider the following items of business.

Agenda Part 2

11 Enterprise Risk Update - Major Service Disruption (ER3)

(Pages 61 - 66)

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