

## Agenda

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

**Date: Tuesday 6 December 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  
Cllr Kieron Williams

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: Zoe Manzoor, Secretariat Officer; Email: [v. ZoeManzoor@tfl.gov.uk](mailto:ZoeManzoor@tfl.gov.uk).

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

Howard Carter, General Counsel  
Monday 28 November 2022

**Agenda**  
**Customer Service and Operational Performance Panel**  
**Tuesday 6 December 2022**

**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 4 October 2022**

(Pages 1 - 6)

General Counsel

**The Panel is asked to approve the minutes of the meeting of the Panel held on 4 October 2022 and authorise the Chair to sign them.**

**4 Matters Arising and Actions List (Pages 7 - 16)**

General Counsel

**The Panel is asked to note the updated actions list.**

**5 Quarterly Customer Services and Operational Performance Report - Quarter 2 2022/23 (Pages 17 - 56)**

Interim Chief Operating Officer and Chief Customer and Strategy Officer

**The Panel is asked to note the paper**

**6 Deep-dive on TfL's "Care score" (Pages 57 - 70)**

Chief Customer and Strategy Officer

**The Panel is asked to note the paper.**

**7 Assisted Transport Services Update (Pages 71 - 80)**

Interim Chief Operating Officer and Director of Bus Operations

**The Panel is asked to note the paper.**

**8 Operation London Bridge (Pages 81 - 86)**

Interim Chief Operating Officer and Chief Customer and Strategy Officer

**The Panel is asked to note the paper.**

**9 Tube Noise (Pages 87 - 102)**

Interim Chief Operating Officer

**The Panel is asked to note the paper.**

**10 Customer Safety and Security (Pages 103 - 108)**

Director of Security, Policing and Enforcement

**The Panel is asked to note the paper.**

**11 Members' Suggestions for Future Discussion Items (Pages 109 - 112)**

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.**

**12 Any Other Business the Chair Considers Urgent**

The Chair will state the reasons for urgency for any item taken.

**13 Date of Next Meeting**

Thursday 9 March 2023 at 10:00am