

Agenda

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

Date: Wednesday 22 March 2023

Time: 10:30am

**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.

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

Howard Carter, General Counsel
Tuesday 14 March 2023

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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 6 December 2022
(Pages 1 - 8)

General Counsel

The Panel is asked to approve the minutes of the meeting of the Panel held on 6 December 2022 and authorise the Chair to sign them.

4 Matters Arising and Actions List (Pages 9 - 18)

General Counsel

The Panel is asked to note the updated actions list.

5 Customer Service and Operational Performance Report - Quarter 3 2022/23 (Pages 19 - 58)

Chief Operating Officer and Chief Customer and Strategy Officer

The Panel is asked to note the paper.

6 Electrified Travel Devices (Micromobility) (Pages 59 - 66)

Chief Customer and Strategy Officer

The Panel is asked to note the update.

7 TfL International Benchmarking Report 2023 (Pages 67 - 96)

Chief Customer and Strategy Officer

The Panel is asked to note the paper.

8 Bus Action Plan Update (Pages 97 - 106)

Chief Operating Officer

The Panel is asked to note the paper.

9 Members' Suggestions for Future Discussion Items (Pages 107 - 110)

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

Wednesday 12 July 2023 10:30am