

Agenda

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

Date: Wednesday 12 July 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).

This meeting will be open to the public and webcast live on [TfL YouTube channel](https://www.youtube.com/tfl), except for where exempt information is being discussed as noted on the agenda.

There is access for disabled people and induction loops are available. A guide for the press and public on attending and reporting meetings of local government bodies, including the use of film, photography, social media and other means is available on www.london.gov.uk/sites/default/files/Openness-in-Meetings.pdf.

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 4 July 2023

Agenda
Customer Service and Operational Performance Panel
Wednesday 12 July 2023

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.

3 Minutes of the Meeting of the Panel held on 22 March 2023
(Pages 1 - 8)

General Counsel

The Panel is asked to approve the minutes of the meeting of the Panel held on 22 March 2023 and authorise the Chair to sign them.

4 Matters Arising and Actions List (Pages 9 - 16)

General Counsel

The Panel is asked to note the updated actions list.

5 Customer Services and Operational Performance Report - Quarter 4 2022/23 (Pages 17 - 58)

Chief Operating Officer and Chief Customer and Strategy Officer

The Panel is asked to note the paper.

6 Cycling Action Plan 2 (Pages 59 - 80)

Chief Customer and Strategy Officer

That the Committee note the publication and content of the Cycling Action Plan 2.

7 TfL Go Update (Pages 81 - 86)

Chief Customer and Strategy Officer

The Panel is asked to note the paper.

8 Digital Wayfinding for Cycling (Pages 87 - 94)

Chief Customer and Strategy Officer

The Panel is asked to note the project update.

9 Customer Safety and Security Update (Pages 95 - 114)

Chief Operating Officer and Director of Security, Policing and Enforcement

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

10 Hate Crime Campaign (Pages 115 - 118)

Director of Security, Policing and Enforcement

The Panel is asked to note the paper

11 Assisted Transport Services Update (Pages 119 - 128)

Chief Operating Officer

The Panel is asked to note the paper.

12 TfL - Summer Preparedness 2023 (Pages 129 - 134)

Chief Operating Officer

The Panel is asked to note the paper.

13 Members' Suggestions for Future Discussion Items (Pages 135 - 138)

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.

14 Any Other Business the Chair Considers Urgent

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

15 Date of Next Meeting

Wednesday 4 October 2023 at 10:30am

16 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

17 Customer Safety and Security Update (Pages 139 - 144)

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